



Department of
**Labor & Workforce
Development**

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Tennessee's 2015 Workforce Investment Act Annual Report

July 1, 2015 – June 30, 2016

Tennessee Department of Labor & Workforce Development
Bill Haslam, Governor
Burns Phillips III, Commissioner
Sterling van der Spuy, Administrator of Workforce Services



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Letter to the Governor



STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
220 French Landing Drive
Nashville, TN 37243
(615) 741-6642

BILL HASLAM
GOVERNOR

BURNS PHILLIPS
COMMISSIONER

September 27, 2016

The Honorable Bill Haslam
State Capitol, First Floor
Nashville, TN 37243

Dear Governor Haslam:

The Tennessee State Workforce Development Board is pleased to provide you with our Annual Report for program year 2015. Under the leadership of Commissioner Burns Phillips and Board Chair Bob Ravener, Chief People Officer for Dollar General Corporation, we are proud to share with you many activities and accomplishments that highlight another successful year of connecting people with job opportunities and hiring employers. As our economy in Tennessee continues to improve, the concentrated efforts to further align program offerings will continue to drive efficiency in both service strategy and service delivery. The work of the State Workforce Development Board serves as a key structure to align and advocate for policies and new approaches towards addressing worker shortages and creating an effective pipeline to skilled workers in Tennessee.

Through a federal allocation that funds the public workforce system in Tennessee, we operate an effective collaborative and network of American Job Centers, mobile units and Jobs4TN that serves to help Tennessee citizens identify jobs and training opportunities that lead to employment connections. From workers with no high school diploma to those with credentials, the American Job Center and Career Center Network supports labor exchange, training and referrals to job placement. This effort led to 119,676 to enter employment earning wages in excess of \$3.4 B in PY 2015. The most recent Return on Investment showed that for every dollar invested that the state would generate \$5.07 in taxes.

The Board would like to recognize the efforts of our public and private sector partners and express our gratitude for their continued cooperation and collaboration from all levels of business, government and education, as well as the citizens of Tennessee. We appreciate and look forward to continuing to serve our communities and State citizens as we work to fully implement the Workforce Innovation and Opportunity Act.

Sincerely,

A handwritten signature in blue ink, reading "Burns Phillips".

Burns Phillips
Commissioner, TDL&WD

A handwritten signature in blue ink, reading "Bob Ravener".

Bob Ravener
State Workforce Board Chair

SvdS:RA:TM

Programs and Descriptions

Programs	Description
Wagner Peyser	Job Service/Labor exchange functions in 23 comprehensive centers
Workforce Innovation and Opportunity Act	13 Local Workforce Development Areas
Trade Adjustment Assistance	Support workers affected due to off-shoring
Jobs for Veterans State Grant	Veterans Outreach Specialists serve Veterans and other eligible who have a significant barrier to employment with job services
Alien Labor Certification	Includes Permanent Labor, H1B, H2B, H2A. Primary role is to partner with Homeland Security and Regional Offices
Migrant Seasonal Farmworker	Housing inspections to ensure foreign workers have necessary supports while working and living in Tennessee
Senior Community Service Employment Programs	Targets subsidized temporary employment for workers over age 55 and contract management
Federal Bonding	Work with federal office to offer bonding to at-risk workers that need to be bonded for employment
Work Opportunity Tax Credit	Tax credits target Tennessee employers that hire identified at-risk workers
Supplemental Nutrition Assistance Program Employment and Training SNAP E&T	"formerly referred to as Food Stamps" receive employment assistance, job-driven training, and/or education assistance to increase their skills and employability to move them to self-sufficiency, independent of governmental assistance.
C-SPED	Pilot initiative with DHS to identify non-custodial parents and support with barriers to employment
Disability Employment Initiatives	Grant administration
Worker Adjustment and Retraining Notification Act	We serve dislocated workers when a company closes, downsizes or changes processes that affect more than 50 workers in Tennessee or 100 based on the federal standard. We initiate a Rapid Response team to meet with company officials to support quick connection of affected workers to other hiring companies and unemployment insurance benefits.
Re-Employment Services and Eligibility Assessment	Claimants who are identified, through a statistical model, as most likely to exhaust their benefits and claimants receiving unemployment compensation for ex-service members (UCX) are selected. They are chosen to receive intensive services, placement assistance, and training assistance to provide a rapid transition back into the workforce.
Unemployment Insurance	Process payments to eligible participants who have lost their job through no fault of their own
Adult Education	Working with contractor network to provide non high school completers with opportunities to complete the high school equivalency (Hi-Set) in Tennessee.



Executive Summary

The Tennessee State Workforce Development Board

The Tennessee State Workforce Development Board is the Governor's chief policy making body for workforce development in Tennessee. The Board is private business-led and includes multiple cabinet level Commissioners along with other members to include Community based organizations, college, labor, elected officials and the private sector.

Through this structure which has operated effectively over the past 15 years earning additional incentive funds for exceeding all its negotiated performance goals 11 of those years, the law governing the public sector workforce development efforts was re-authorized on July 22, 2014. The new law called the Workforce Innovation and Opportunity Act (WIOA) now serves as the legislative authority for implementation of the public workforce system in Tennessee and across the nation.

The Tennessee Department of Labor and Workforce Development, as the lead agency has worked and will continue to remain a successful connection point between job seekers and hiring employers. Numerous programs, planning efforts and systems have been activated over the past year in preparation for the new law. The following points highlight some of our activity that both captures what we have done over the period of this annual report which covers July 1, 2015 through June 30, 2016.

1. We continue to be at the center of workforce development in Tennessee (approximately \$80 M in federal funds is allocated to our Department each year)
2. We work to connect employers looking for qualified workers (150,000 + job orders in Jobs4TN.gov at any given point)
3. We work to connect job seekers with hiring employers (approximately 222,000 engage in services each year looking for employment and training opportunities)
4. We prioritize our efforts based on demand occupations and outreach to targeted populations tied to specific program eligibility
5. Job orders run the gamut from entry level with no educational priority to high skilled specific disciplines
6. Job applicants range from no Hi-Set to 16 years of education and beyond
7. The framework for connectivity of job seekers and employers includes:
 - Jobs4TN
 - The American Job Centers (AJC) operated by a consortium of partners
 - Mobile Units

Local Workforce Development Areas

13 Local Workforce Development Areas made up of local boards, private sector driven and under the authority of the local elected officials and consortium of partners.

Cross Program Strategies under WIOA

Through this network of programs, which has largely been siloed for many years, numerous efforts have been and are under way to better capture efficiency through integration as required under WIOA. Whether internal to the department of Labor and Workforce Development or external to the partnership network, which includes agencies and



entities in Tennessee, WIOA continues to refine and encourage cross program strategies. Based on resources and staff efforts several significant initiatives have been developed to focus on alignment efforts. Many of the program results will be addressed through this annual report but several more will form a framework for Tennessee efforts under WIOA. Here are a few of those efforts that have consumed time and resources over the past year:

1. Continued support of the Governor's recruitment and retention efforts through the Fast Track initiatives. This initiative supports our states efforts to recruit and assist with new expansions, locations or re-locations.
2. Incumbent Worker Training Grants targeting lay-off aversion strategies to Tennessee businesses to address the dynamic workplace with emphasis on skill upgrades and credentials.
3. Registered Apprenticeship Assistance grants to target opportunities to increase registered apprentices in Tennessee.
4. Special Projects which currently include Return on Investment and economic impact analysis, two Offender projects working with County Jails and a small technical assistance grant that support union affiliated lay-offs through the AFL-CIO.
5. Pathways Tennessee (website)
6. Workforce 360 (website – Report)
7. Governor's Children Sub-Cabinet (inter-departmental effort)
8. Governor's Workforce Sub-Cabinet (inter-departmental effort)
9. P-20 which is work being done in collaboration with several agencies around our longitudinal data collection systems
10. Governor's Rural Task Force (inter-departmental effort)

The two distinct hi-lights over the past year continue to be the launch of our Governor's Drive to 55 initiative and the integrated technology of our Virtual One Stop (VOS) case management system.

Drive to 55

is an initiative that concentrates our states efforts to work to promote post-secondary opportunities for all with the goal that 55 of working adults have some sort of post-secondary attainment. This initiative includes three primary programs:

Tennessee Promise which provides a last dollar scholarship to any high school graduate to attend Community College

Tennessee Reconnect which targets adults who did not complete a credential or certificate and want to do so at one of our 27 Tennessee Colleges of Applied Technology. The Tennessee Department of Labor and Workforce Development supports this initiative by becoming a Tennessee Reconnect Ambassador.

Tennessee LEAP is the third initiative under the Drive to 55 umbrella which is a grant program targeting consortium efforts on a regional basis to implement creative solutions, and equipment support to providers to assist with workplace specific credentials.



Virtual One-Stop

The second hi-light is the continued integration of VOS. This system builds on our Labor Market Information and jobs portal by adding an integrated case management system which allows us to capture and report data across numerous programs. This includes most of the programs already listed above. The GUS (Unemployment Insurance module) went live on May 16, 2016 and the Adult Education modules is scheduled to be integrated within the next year providing Tennessee with a fully integrated system of data collection and reporting. This system positions our state to be able to quickly adjust while staying compliant by working through a national vendor (Geographic Solutions) to support federal reporting requirements.

State Workforce Development Board

The work of the Tennessee State Workforce Development Board will continue to reflect the need and understanding of both a complex and dynamic workplace needs support and flexibility in supporting both Tennessee job seekers and employers.

Efforts for the new program year will continue to focus on full implementation of WIOA, compliance and accountability under WIOA, continued emphasis on high-levels of customer service, constant evaluation on agility and mobility of our system while capitalizing on modernization and automation.

We Make Tennessee Work and appreciate the support of our federal partners, state and local partners and the incredible dedication and commitment of our team members.

1. P-20 which is work being done in collaboration with several agencies around our longitudinal data collection systems
2. Governor's Rural TaskForce (inter-departmental effort)

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We Make Tennessee Work and appreciate the support of our federal partners, state and local partners and the incredible dedication and commitment of our team members.

State Workforce Development Board has a "grandfathered" alternative entity with all categories of membership required by the Workforce Investment Act (WIA). The Governor is represented by four members of his cabinet. Through leadership from the Board, Tennessee has created a seamless



system for service delivery to participants seeking employment, unemployment benefits, or training to attain skill upgrades through Tennessee's Career Centers. Services are developed to address the needs of participants and to meet the needs of local employers.

During 2014, the State Board provided leadership to guide the state towards: an increase in high school equivalency diplomas, an increase in job placement, reducing unemployment insurance claims and working to achieve the Governor's Drive to 55 and Tennessee Promise initiatives.

The Board had four committees in order to focus on specific areas of responsibility. The committees are as follows:

1. Strategic Planning

- Reviews and makes recommendations for Local Workforce Investment Area Local Plans
- Provides oversight of the State Plan development and implementation

2. Continuous Improvement

- Monitors Quarterly Performance
- Identifies Best Practices
- Identifies areas for process improvement

3. Policy

- Monitors Compliance
- Develops and Recommends Policies
- Approves Local Board By-Laws

4. Operations

- Provides oversight of system operations
- Identifies and Develops partnerships
- Provides oversight of discretionary grants
- Identifies and implements best practices



Performance Accountability

Statewide Performance Goals and Outcomes Table

The following table displays the State's common measure goals and the actual outcomes for the Program Year 2015:

Adult

Performance Measure	Goal	Actual	Cost per Participant
Entered Employment Rate	85%	87.7%	*
Retention Rate	91%	92.2%	\$2414
Six-Month Average Earnings	\$15,711	\$17,411	*

Dislocated Workers

Performance Measure	Goal	Actual	Cost per Participant
Entered Employment Rate	90.8%	83.8%	*
Retention Rate	92.7%	92.6%	\$4891
Six-Month Average Earnings	\$16,900	\$19,621	*

Youth (14-21)

Performance Measure	Goal	Actual	Cost per Participant
Placement in Employment or Education	86%	81.2%	*
Attainment of Degree or Certificate	83%	86.6%	\$4367
Literacy or Numeracy Gains	68%	66%	*



Use of WIA Incentive Award

Tennessee distributed a state incentive to our local areas in the amount of 500,000 for PY2015. To qualify for these incentives, the local areas must exceed agreed upon performance levels for Title I of WIA.

The agencies used the amounts they received for various services enhancing the workforce system through capacity building and professional development opportunities for WIA staff and members of the local boards. In addition, various customers were also provided with services that supported their educational goals and training needs. Tennessee's customers, range from youth transitioning to post-secondary education to people with disabilities, and adults with basic skills deficiencies, were among the customers who benefited from these funds.

Tennessee will continue to build on its commitment to strengthen the collaboration with educational partners. This will ensure each region to develop unified strategies that help connect the full continuum of career pathways, Tennesseans of all ages have access to stackable credentials leading to employment.

Waivers

The purpose of the general statutory and regulatory waiver authority is to provide flexibility to states and local areas and to enhance their ability to improve the statewide workforce investment system (20 CFR §662.400 and TEGL 1-15).

- A. Waiver of the prohibition at CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth.

The State was previously granted a waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older youth and out of school youth program participants. The State was granted an extension of this waiver through **June 30, 2017**. Under this waiver, the State can use ITAs for older youth and out of school youth program participants. The State must continue to make the 10 youth program elements available as described in WIA Section 129(c)(2). The State should ensure that funds used for ITAs are tracked and that the ITAs are reflected in the individual service strategies for these. **Note:** This waiver may continue when used in support of activities funded through obligated WIA funds only.

- B. Waiver to permit the State to replace the performance measures at WIA Section 136(b) with the common measures.

The state was granted this waiver through **June 30, 2017**. The State was previously granted a waiver that allows the State to replace the 17 performance measures under WIA Section 136(b) with the common measures. This waiver permits the State to negotiate and report WIA outcomes against the common performance measures only, rather than the performance measures described at WIA Section 136(b). The State will no longer negotiate and report to ETA on the following WIA measures: WIA adult and dislocated worker credential rates; participant and employer customer satisfaction; older youth measures; and younger youth measures. The State will use the three adult common performance measures to negotiate goals and report outcomes for the WIA Adult and WIA Dislocated Workers programs. The State will use the three youth common performance measures to negotiate goals and report outcomes for the WIA Youth program. Workforce Investment Act Standardized Record Data system (WIASRD)



item 619, Type of Recognized Credential, should be completed for each individual as appropriate, regardless of this waiver to report on common performance measure outcomes only.

Note: This waiver remains in place since new WIOA reporting requirements will not be fully implemented until June 30, 2016.

- C. Waiver of WIA Section 133(b) (4) to increase the allowable transfer amount (up to 50%) between Adult and Dislocated Worker funding streams allocated to a local area.

The State is granted this waiver through **June 30, 2017**. Under the waiver, transfer authority is limited to 50 percent. This limitation provides states flexibility while ensuring consistency with Congressional intent regarding the level of funding appropriated for the WIA Adult and Dislocated Worker programs. Note: This waiver is continued when used in support of activities funded through obligated WIA funds. However, for the purposes of WIOA 100% transferability is allowed for the Adult employment and training activities and the Dislocated Worker employment and training activities.

- D. Waiver of WIA Section 123 that requires that providers of Youth program elements to be selected on a competitive basis.

The State is partially granted this waiver through **June 30, 2017**. Under this waiver, the State is permitted to allow its American Job Center Comprehensive (One-Stop) Career Centers or partner agencies to directly provide youth program elements of supportive services, follow-up services, and work experience. In utilizing this waiver, the State and local areas must still meet Office of Management and Budget requirements (codified in 29 CFR 95.40-95.48 and 97.36) and all state and local procurement laws and policies. **Note:** Waiver may continue when used in support of activities funded through obligated WIA funds.

- E. Waiver of WIA Section 134 (a) to permit local areas a portion of local funds (up to 10%) for incumbent worker training.

The State was granted an extension of this waiver through **June 30, 2017**. Under this waiver, the State is permitted to allow local areas to use up to 10 percent of local Dislocated Worker funds and up to 10 percent of local Adult funds for incumbent worker training only as part of a lay-off aversion strategy. Use of Adult funds must be restricted to serving lower-income adults under this waiver. The ETA believes limiting incumbent worker training to the specified level and requiring it to be a part of layoff aversion is the best use of funds in the current economic climate where serving unemployed workers is a paramount responsibility of the workforce system. All training delivered under this waiver is restricted to skill attainment activities. Local areas must continue to conduct the required local employment and training activities at WIA Section 134(d), and the State is required to report performance outcomes for any individual served under this waiver in the WIASRD (field 309). TEGL No. 26-09, Section 7A, "Workforce Investment Act (WIA) Waiver Policy and Waiver Decisions for PY 2009 and 2010" and TEGL No. 30-09, "Layoff Aversion Definition and the Appropriate Use of Incumbent Worker Training for Layoff Aversion Using a Waiver" provide policy guidance related to implementation of this waiver.



- F. Waiver of WIA Section 134(a)(1)(A) to permit a portion of the funds reserved for rapid response activities to be used for incumbent worker training.

The State was granted an extension of this waiver through **June 30, 2017** to permit use of rapid response funds to conduct allowable statewide activities as defined under WIA Section 134(a)(3), specifically, incumbent worker training. Under this waiver, the State is permitted to use up to 20 percent of rapid response funds for incumbent worker training only as part of a lay-off aversion strategy. ETA believes limiting incumbent worker training to layoff aversion is the best use of funds in the current economic climate where serving unemployed workers is a paramount responsibility of the workforce system. All training delivered under this waiver is restricted to skill attainment activities. The State is required to report performance outcomes for any incumbent workers served under this waiver in the WIASRD (field 309). TEGL No. 26-09, Section 7A, "Workforce Investment Act (WIA) Waiver Policy and Waiver Decisions for PY 2009 and 2010" and TEGL No. 30-09, "Layoff Aversion Definition and the Appropriate Use of Incumbent Worker Training for Layoff Aversion Using a Waiver" provide policy guidance related to implementation of this waiver. Note: Waiver may continue when used in support of activities funded through obligated WIA funds. However, under WIOA the local board may reserve and use not more than 20 percent of funds allocated to the local area involved under section 133(b) to pay for the Federal share of the cost of providing training through a training program for incumbent workers, carried out in accordance with this paragraph.

Data Collection and Reporting Processes

On December 4, 2014, the Tennessee Department of Labor and Workforce Development (TDLWD) successfully launched the Virtual One Stop (VOS) case management and fund tracking system. VOS is an integrated computer system, compliant with WIOA, and allows the Workforce Services Division to collect individual data across multiple programs which currently include the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser Labor Exchange, Trade Adjustment Act (TAA), Re-Employment Services (RESEA), Supplemental Nutrition Assistance Program (SNAP), along with some Unemployment Insurance (UI) data. The department's web-based Virtual One Stop system (VOS) is the most advanced and comprehensive statewide workforce development information and reporting system available today. Using a set of core proprietary software components created by Geographic Solutions Inc., the department and its partners have modernized and integrated workforce services into a single computing platform referred to as *Jobs4TN*.

The VOS component library as implemented in Tennessee is modular in design and new or existing Web components will be easily added or modified. For example, the system incorporates robust modules for:

- Job Seeker and Employer Self Service
- Virtual Recruiter for Employers
- Labor Market Information
- Labor Force Information by County, Region, and Statistical Area
- Tennessee Training Providers with Demand Occupations



The system also creates and deploys expansive, workforce administrator and manager tools and virtual functionalities such as:

- Accountability and Dashboard Modules for Management
- Fund Management Tracking and Reporting
- Managed Employment Services
- Statewide and Partner Case Management
- Follow-Up and Outcomes Tracking
- National Data Sharing Interfaces
- Trade-Affected Worker Module
- Rapid Response to Layoff Module

VOS also enhances user practical knowledge by making available state-of-the-art, online assessments, as well as outcome tracking of Aptitude and Basic Skills tests, which then are easily recorded for search and viewing by authorized staff and employers. Paperless case management and source document management and data validation modules positioning department and contractor staff for further deployment of business efficiencies through managed upgrades and modifications to the system.

VOS is a robust web-based computing system with strengths in ease of use and in its potential for future partnerships with internal units such as Unemployment Insurance, Adult Education, and potential scalable interfaces with other agencies in state government.

The Virtual One-Stop system (VOS) provides editable web pages where users can edit and update information on an as needed basis. This has proven to be a valuable resource when ensuring accuracy of the data reported to the United States Department of Labor. The State of Tennessee and Geographic Solutions, Inc. have worked diligently to ensure that the information reported is not only accurate, but also compliant with federal guidelines.

Geographic Solutions offers a “ticket” system known as the Online Project Communication System (OPC). The system allows staff to receive, collect and report any technical or program errors they may encounter on a day to day basis. This process has proven to resolve all issues and concerns in a timely and efficient matter.

The VOS system provides statewide metrics and participant data along with performance reports just for the unique Local Workforce Development Areas (LWDA) and American Job Centers. The system offers a large array of reports to help staff track performance for their designated area and focus on ensuring continuous improvement as well as serving the individuals most in need of our services. The system allows the options to filter the information to specific reporting common measures or specific demographics, as well as the option of a statewide summary. The information available within the reporting features of VOS, and the flexibility of the content within these reports, play an intricate part in the success of performance and outcomes for TDLWD.

Tennessee has been working diligently with Geographic Solutions to update our system to ensure Tennessee adheres to all federal reporting requirements for the new Participant Individual record layout (PIRL).



Summary of Workforce Investment Act Statewide and Discretionary

American Job Centers Tennessee

The American Job Centers Tennessee also known as Tennessee Career Centers have streamlined and developed a new strategy combining local, state, and federal workforce development services. Employers can readily find the workers they need and jobseekers can get assistance and career information. Each center offers automated Labor Market information and Internet access-including help for using the Jobs4tn.gov online jobs database, workshops as well as job placement, recruitment and training referral services.

The re-designed customer flow allows an opportunity for staff and job seekers to connect sooner during visits. After job seekers are greeted and “triaged” they are directed to the resource room to either self- register or get staff assistance in registering on Jobs4tn.gov. The staff will then determine through interaction with the customers if any additional barriers or needs exist. Those that can be remedied in a short time are handled on the spot. Otherwise, a “warm handoff” is completed to another staff person to provide more one-on-one assistance. The days of long lines and wait times are over. With the repositioning of staff to the front of the centers, many services can be provided with little to no wait time at all.

Meanwhile, our business services teams (BST) work diligently across programs to schedule employers to recruit on site. Based on the hiring needs of the employer, the job seekers with the specific qualifications are contacted and invited into the center. As a result, the employers get to meet with individuals that are determined to be the best candidates. The BST reviews job vacancy reports in Jobs4tn.gov to determine those positions that unfilled after 30 days. This information is vital in determining which companies and or sectors require the services of the team. Under this current model, we have hosted up to 18 hiring employers and over 250 employers on site for one event! As the AJC’s continue to be demand driven centers, there will be greater work outcomes.

Eligible Training Provider List (ETPL)

The Workforce Investment Act (WIA) requires that states should maintain a list of Training Providers that are certified to provide training to individuals who are eligible to receive funding through Individual Training Account (ITA).

The Local Workforce Investment Boards (LWIBs) are responsible to certify all applications for initial eligibility to the statewide list. They are responsible as well to certify any programs that need to be added to the Eligible Training Provider List (ETPL).The local boards then submit all the required information to the Tennessee Department of Labor and Workforce Development (TDLWD) which in return combines a single list of providers available through the Virtual One Stop System (VOS). In order to maintain the list the Tennessee Department of Labor and Workforce Development (TDLWD) has developed five essential components of the WIA program.



Development of Applications and Standard Operating Procedures

TDLWD is charged with developing the initial eligibility application and other important documents in the WIA process such as quarterly performance report forms. In addition, the department is also responsible for developing policies and guidelines in alignment with federal legislation.

Application Confirmation

TDLWD confirms that all institutions applying for WIA certification in the state of Tennessee have the necessary state approval for legal operation. Thus, TDLWD is responsible for verifying with authorizing agencies, such as the Barbering and Nursing Board, that all providers and programs certified by a local workforce investment board have the necessary approval for state operation.

Management and Dissemination of Statewide List

TDLWD maintains the *Statewide List of Eligible Training Providers* and disseminates this list through the department's main web site Jobs4tn.gov.

Evaluation and Appeals

TDLWD oversees three activities associated with evaluation and appeals:

- 1) the evaluation of performance data
- 2) the investigation of complaints on behalf of the students
- 3) the investigation of formal appeals filed by providers denied entrance onto the statewide list. When necessary, TDLWD conducts appeal hearings with representatives from the Local Workforce Investment Boards.

Removal Procedures

TDLWD is responsible for removing providers from the statewide list when the provider:

- 1) fails to submit quarterly performance data
- 2) loses the necessary approval for operation in the State of Tennessee
- 3) requests removal from the statewide list
- 4) or any other reason deemed just cause for removal by TDLWD.

The workforce Investment Act (WIA) also requires that subsequent Eligibility decisions should be based on the annual performance data collected. WIA has provided an essential feature called "Customer Choice" which is an orientation of the program that gives individuals seeking assistance through WIA funding to have the freedom of choosing the program that suits their career needs.



WIA Quarterly Performance Reports

The WIA Quarterly Performance Reports provided the vast majority of the performance information on the WIA and ALL of student populations. All WIA certified training providers are required to submit quarterly reports detailing program progress for both WIA and ALL of students. The certified provider provides the number of newly enrolled students, dropouts, completers, still enrolled, etc. The quarterly performance reports are due on the 15th day following each quarter. The report periods and due dates are as follows:

Quarterly Report	Reporting Period	Due Date
1st	July 1 - September 30	October 15
2nd	October - December 31	January 15
3rd	January 1 - March 31	April 15
4th	April 1 - June 30	July 15

There are 168 providers on the ETPL and there are as follows:

Post-Secondary Schools:	115
4 -Year College/Universities:	10
Community Colleges:	17
Tennessee Colleges of Applied Technology:	26

An exemption form is provided to providers that have no WIA students to report and wish to stay in the ETPL.

Training Provider Outcomes Toolkit Project Plan & Technical Requirements

The University of Chicago is currently conducting a pilot project to help make ETLP reporting easier, cheaper and more useful. "Training Provider Outcomes Toolkit" (TPOT). Their goals is "to quickly demonstrate an open source system that will automatically collect, connect, calculate and report training outcomes in support of new WIOA requirements based on standard input data formats and analysis methods". Tennessee as a participant of the project has provided two Schools to participate in the technical working group calls to report any concerns or suggestions they have regarding performance reports for Eligible Training Providers. The City of Memphis is one of the Center for Data Science and Public Policy for the pilot project. This project is underway and expects to be completed the following year.



Trade Adjustment Assistance (TAA)

The Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA 2015), title IV of the Trade Preferences Extension Act of 2015 (Public Law 114-27), was signed into law by President Barack Obama on June 29, 2015, and both amends and reauthorized the TAA Program. This reauthorization restored the worker group eligibility and benefits established by the Trade Adjustment Assistance Extension Act of 2011 (TAAEA).

With this change Tennessee saw a substantial increase in the number of Trade petitions filed and certified. To date there are 24 active petitions affecting almost 2300 people. As of the third quarter of the 2016 Program Year the TAA Program in Tennessee currently has a total of 291 participants in the program. There were 36 new enrollments during this period.

Currently the total allocation available in TAA funds is \$17,233,628 which includes funds for fiscal years 2014, 2015, and 2016. The total current funds expended for the TAA program is \$1,732,217. Employment data for 2016 program year is not currently available. The TAA Program statistics for 2015 show 75.98% of workers who received TAA program funds entered employment. The retention rate of those employed averages 93.71%.

Tennessee is working with the Local Workforce Development Areas to assist workers located in areas where there are no comprehensive American Job Centers with TAA information and services. We hope to better serve trade impacted workers through our partnerships and resource sharing. These are just some examples of how the TAA Program is serving the trade impacted workers in Tennessee. The goal is to ensure all trade impacted workers receive the services and benefits offered by the TAA program so that they have the opportunity to become reemployed and enhance their lives now and in the future.

Incumbent Worker Program (IWT)

The Incumbent Worker Training (IWT) Program is designed to support training that result in either layoff aversion through skill attainment for employees or layoff aversion through process improvement that contributes to the competitiveness and productivity of a business.

Tennessee for-profit and (not-for-profit health care related only) businesses that have been in operation for a minimum of one year prior to the application date, employ at least five full-time employees, are current on all federal and state tax obligations, and are financially viable are eligible to apply.



Rapid Response

During this program year we have obligated over \$882,396.00 in Rapid Response funds to 49 Companies to train 2,378 Incumbent Workers. While the program year runs through December 31, 2016 here are the projected outcomes.

Rapid Response will provide:

66	trainings in demand occupations
77	skill upgrades:
43	certifications
68	process improvement
127	create new jobs
527	save jobs in the company
69	long-term wage level improvements
54	short-term wage levels improvements

Migrant Seasonal Farmworkers (MSFW) and H2A-B

The State of Tennessee has conducted two training sessions this year as well as created a new policy and procedure manual for the H2A-B and the MSFW program. We continue to collaborate successfully with departments such as Wage and Hour, TOSHA and other private agricultural organizations.



SCSEP in Tennessee

The Senior Community Service Employment Program in Tennessee is served by six sub-grantees, through the Department of Labor and Workforce Development, and two national grantees. Four of the state sub-grantees are located with the Administrative Entities for the local workforce investment area, placing them in a direct partnership with WIOA. Several counties in the state are served by both the State sub-grantees and the national grantees. The following table provides the name of the State sub-grantee, counties covered, and the number of slots assigned for 2015.

Sub-Grantee	Counties Covered	Number of Slots assigned for 2015-2016
LWDA 1 , Alliance for Business and Training	<i>Carter, Johnson, Sullivan, Washington</i>	26
LWDA 4 , East Tennessee Human Resource Agency	<i>Campbell, Claiborne, Morgan, Scott, Union</i>	34
LWDA 7 , Upper Cumberland Human Resource Agency	<i>Cumberland, Fentress, Jackson, Macon, Putnam, VanBuren</i>	22
LWDA 8 and 12 , Tennessee Community Service Agency	<i>Cheatham, Houston, Humphreys, Montgomery, Stewart, Dyer, Henry, Obion, Weakley</i>	22
LWDA 11 , Southwest Tennessee HRA	<i>Chester, Hardeman, Hardin, McNairy</i>	23
LWDA 13 , Meritan Inc.	<i>Shelby</i>	46
TOTAL SLOTS		182

Tennessee has taken a position to help seniors continue maintaining a sustainable life. One way the state is doing this is by providing useful community services and employment opportunities through the Senior Community Service Employment program (SCSEP) for seniors across the state. SCSEP fosters economic self-sufficiency through training, job placement, and guidance in unsubsidized jobs. Individuals with the program are not job-ready, have low-skills, and have a family income that falls under 125% of the Federal Poverty Guidelines. Sub-grantees are required to develop an Individual Employment Plan (IEP) at the time the participant is enrolled. This plan serves as: 1) a personal road-map to success, 2) assistance to the participant in assessing barriers and skill gaps to generate detailed IEPs with tasks and timelines, and 3) an aid to meet program and personal goals. In PY13 Implementation of an Assessment of Host Agency Training form was provided to all Tennessee Sub-grantees to complete and send in to the state agency for the participant annual recertification process to ensure eligibility, and effective marketable training was being provided. Computer literacy training is now being provided to all participants prior to starting their Host Agency assignment in an effort to meet in-demand employment driven occupations.



Supplemental Nutrition Assistance Program (SNAP)

Program Description

The Food and Nutrition Act requires all States provide Employment and/or Training opportunities for Individuals who are determined eligible for USDA's Supplemental Nutrition Assistance Program (SNAP or formerly referred to as "Food Stamps"). In Tennessee, the Department of Human Services determines eligibility for the SNAP benefit then refers clients to the Department of Labor and Workforce Development (DLWD) who are interested in SNAP E&T services.

Career Specialists assess all individuals and assist them in completing an individual employment plan to identify steps to reach the overall goal of employment with a gainful wage that significantly reduces or eliminates the need for Governmental assistance. The duration of each Participants engagement depends on their background, education, and employment history.

Component Options

SNAP E&T offers the following components/activities to increase an individual's skills, educational level, or employability:

1. Adult Education services- Prepares individuals for the HiSET
2. Post-Secondary Training
3. Vocational/Technical Training under Workforce Innovation and Opportunities Act (WIOA)
4. Work Experience- Assists Participants find Job Shadowing/ Pre-apprenticeship opportunities

Service Locations

SNAP E&T services are offered as a Voluntary program in all 95 counties.

Funding Descriptions

All costs determined to be reasonable and necessary to administer or have an individual participate are covered either in full or as a 50% reimbursement to the state. The Individual does not incur any expense for their Participation in a SNAP E&T component. All expenses are covered as follows:

100% Federal Funding

An annual allocation of \$90 million dollars is divided among all 50 states to provide SNAP E&T services. Each state's award depends on the number of SNAP Recipients subject to the work provisions. The state can charge 100% of their costs for administering the program.

50% Federal/ 50% State Funding

USDA will cover half of all other costs related to participant supports and expanding the SNAP E&T program beyond the 100% allocation including: Books, Dependent care costs, Certification Tests, Uniforms, Drug Testing, Equipment, Background checks, Transportation, Registration fees, Licensing and Bonding Fees.



Work Opportunity Tax Credit Program (WOTC)

In December of 2015 Congress re-authorized the WOTC program through 2019. In late 2015 through early 2016 TDLWD implemented a automation process to streamline WOTC, replacing paper applications with an online WOTC portal. As a result of the portal, the WOTC team was able to eliminate over 3 million pieces of paper and the program is now paperless. During calendar year 2015 31,166 certifications were issued for a potential \$87,188,600.00 in tax credits to employers. The new online portal allows for 24-48 hours decisions on tax credit applications. In time period from January 2016- August 2016 TDLWD issued 45, 529 certifications for a potential \$122,075,800.00 in tax credits to employers. TDLWD expects to issue 70,000 certifications by the end of 2016 for an estimated \$160,000,000.00 in tax credits to employers.

Summary of Workforce Investment Act Program Activities

Veterans Program

The Veterans Program consists of 54 individuals broken down into two distinct categories;

- Veterans Employment Representative (VER)
- Veterans Outreach Specialist (VOS)

The VER is tasked with conducting outreach activities to employers and discusses the benefits of hiring a Veteran. This includes the Work Opportunity Tax Credit along with intangible traits such as; team player; ability to follow direction; and meticulous attention to detail to name just a few.

The VOS works directly with qualified Veterans, and other eligible persons, to provide intensive services and remove any significant barriers to employment to ensure they are job ready.

The department provided services to over 14,000 Veterans, other eligible persons, and transitioning service members achieving a 67% Entered Employment Rate. The employment retention rate for Veterans was an outstanding 86% with the Average Earnings for the first six months of employment at \$17,443.

Paycheck for Patriots

continues to lead the way in hiring events for Veterans. Paychecks occurred in 10 locations throughout the state on the same date at the same time. More than 500 Veterans participated with over 200 employers providing job opportunities.

Mech-Tronics Program

is a collaborative effort between the Tennessee Center of Applied Technologies and Ft. Campbell and the ACAP center. This program provides transitioning service members an opportunity to receive accredited training in manufacturing prior to their release from active duty which helps them find gainful employment upon exiting the service.



101 Jobs for the 101st Airborne Division

is a new initiative that connects transitioning service members from Ft. Campbell directly with employers. This one year pilot program reached its goal of 101 placements within six months of inception.

Re-Employment Services and Eligibility Assessment (RESEA)

The federal-state UI program provides an important core service in the comprehensive, integrated workforce system established under the Workforce Investment Act (WIA), which was recently revised by WIOA. Through the UI program, individuals, who have lost employment through no fault of their own and have earned sufficient wage credits, may receive UI benefits if they meet their initial and continued UI eligibility requirements. The Department and participating state UI workforce agencies have been striving to address individual reemployment needs of UI claimants, and to prevent and detect UI improper payments, through the voluntary UI REA program since 2005. Both activities are high priorities for the Department's Employment and Training Administration (ETA). The UI REA program has provided claimants entry to a full array of reemployment services available at American Job Centers (AJCs), and has helped to ensure that claimants comply with all UI eligibility requirements. Individuals filing UI claims are active job seekers who, through the state's UI REA program, are made aware of the wide variety of reemployment services that are available to them. They are referred to reemployment services appropriate for their individual needs. In FY 2014, a total of 44 states operated a UI REA program. These states are referred to as "continuing states" in this UIPL. Several of these continuing states are participating in the Department's evaluation of the UI REA program.

The Department requested additional discretionary funds to build on the success of the UI REA program by providing reemployment services in addition to UI eligibility assessments and other UI REA activities. The Department explained its intent to use these funds for a RESEA program to target profiled UI claimants identified as most likely to exhaust their benefits and all transitioning veterans receiving Unemployment Compensation for Ex-Service members (UCX) as these populations may have more barriers to reemployment.

The Department received new appropriations that allows for funding of activities previously funded by the UI REA grant funds as well as reemployment services. This approach mimic the approach previously studied in Nevada that was shown to be successful that integrated provision of REAs with provision of reemployment services.

In PY 2014, 24 Career Centers across the state served 6160 RESEA participants and provided 16,028 RESEA sessions. 1,414 participants returned to work as a result of RESEA services without exhausting their benefits. Beginning July 1, 2015, through a partnership with WIOA, the RESEA program expanded from services being offered in 23 offices to services being offered in 53 offices. This expansion, in a partnership with LWDA, allows RESEA services to be delivered in all 95 counties across the state of Tennessee.



Mobile Career Coaches

The Career Coach units are mobile centers with services similar to what you might find in a Tennessee Career Center. These vehicles will arrive on the scene to provide a mobile computer lab with Internet access, create a venue for workshops including resume assistance and interviewing skills; and serve as a recruitment center for companies moving into our state. The Mobile Coach Units focus on delivering services to rural areas and special populations that lack accessibility to a brick and mortar one stop center. In July 2014 the Units became certified mobile High School Equivalency Test (HiSET) testing sites along with their staff certified as examiners and proctors. Currently, the mobile units administer an 1,856 HiSETs across the state during PY 2015 in areas that lacked a testing site.

In PY 2015 the Coach Units served 15,000 participants at mobile events across the state. The Coach Units visit 35 counties across the state on average per month with many of those counties being rural and below the poverty level. The Coach Units often partner with employers that will travel with the units to rural counties and events to recruit for open positions. The Coach Units also serve as a support system to numerous job fairs and other events across the state.

TDLWD procured 3 additional mobile units in the fall of 2016 with 100 percent federal funding. The units will serve as rapid response centers for dislocated workers and employers during mass lay-offs and natural disasters. When not serving as Rapid response units, the mobile coach units will serve as an addition to the existing fleet for workforce development activities. The addition of the new units will allow TDLWD to serve hard to reach and underserved populations in both rural and urban areas as part of our WIOA service delivery strategy with partner agencies. The units will be based out of the following locations: Knoxville, Chattanooga, Columbia, Nashville, Jackson, and Memphis. For more information about the Mobile Career Coach Units visit www.getonthecoach.tn.gov

Jail Career Center Projects

During PY 2015 TDLWD joined other agencies and organizations in funding and staffing four career service centers inside local county jails in; Warren, Maury, Dyer, and Shelby counties.

Dyer County

- Served - 34
- 22 participants are receiving work experience through 17 employers
- AE/HiSET – 1 obtained High School Equivalency
- NCRC – 10 silver

Warren County:

- Served - 39
- RTW - 24
- AE/HiSET – 5 referred to AE – no indication of whether they completed or not
- TCAT certs -39 advanced Technology Training Certifications
- Fines and fees paid back – \$5500
- Recidivism Rate – 2.5%



Maury County:

- Served – 211
- RTW – 7 through work release, 29 after release
- AE/HiSET – 30 obtained High School Equivalency Diplomas
- TCAT certs - none
- Fines and feed paid back - \$500
- Recidivism Rate – 7.1% - reduced from 75% for the prior calendar year
- WIOA enrollments - 58

Apprenticeship Assistance Training Program

The purpose of the Apprenticeship Assistance Training Grant (AATG) is to support Tennessee Companies/Organizations, which have USDOL, Office of Apprenticeship Registered Apprenticeship Programs or are interested in starting an apprenticeship program, with strategies to significantly increase apprenticeship opportunities for job seekers and existing first and second year apprentices with:

- OJT assistance for eligible Dislocated Workers entering an apprenticeship program as a new hire, or;
- To provide assistance in the Classroom Training of existing first or second year apprentices or for participants in a pre-apprenticeship program.

The Tennessee State Workforce Development Board authorized \$1,000,000 to develop and implement the AATG program. The program kicked-off in August and Local Workforce Development Areas (LWDA) began promoting and receiving applications. To date there have been nine applications submitted and approved, training 269 apprentices for a total of \$225,000. There have been numerous inquiries about the program and it is expected there will be more applications going forward.

In July of 2016 TDLWD was awarded a \$200,000 Apprenticeship Accelerator Grant from U.S. DOL. The Accelerator Grant is geared towards administrative funding assistance to help states better align apprenticeship models based on needs of employers, receive consultation from industry leaders, promote apprenticeship activities, improve data collection, and systematic alignment with training institutions. TDLWD is currently in the early stages of implementation of the accelerator grant.

Youth Initiatives

Northwest Tennessee Workforce Board & Dyersburg State Community College

The CPT program will provide industrial readiness training to 350 high school students in 11 counties in LWIA 12 through Dyersburg State Community College and the Tennessee Colleges of Applied Technology in the region. This program will assess and remediate secondary students in up to 17 secondary school systems to achieve a Silver Level National Career Readiness Certificate (NCRC), qualifying students to enroll in the CPT courses. These funds will also train CTE facilitators in



high schools, provide additional CPT instructors at DSCC and the TCATs, buy materials, assess students after completion of each module, and provide for coordination with employer partners to offer job shadowing, mentoring programs, and internships for students.

- See more at: <https://www.tn.gov/thec/article/leap-grant#sthash.bHw0E4Ci.dpuf>

South Central Tennessee Workforce Alliance & TCAT-Pulaski

Covering a seven-county area in southern middle Tennessee, this project focuses on filling the workforce pipeline in Production (Manufacturing) Pathways starting with the high schools. Over the course of the next two years, the program will give hands-on education and training in targeted technologies to almost 4,000 high school students. The program will address specific employer needs in the advanced manufacturing sector - the region's largest and fastest growing industry - where there are hundreds of unfilled positions due to lack of prepared workforce. The program will ensure that all high school students in the area have access to education, information, and transition pathways from school to workforce or relevant post-secondary education.

- See more at: <https://www.tn.gov/thec/article/leap-grant#sthash.bHw0E4Ci.dpuf>



Regional Profiles

LWDA 1, Alliance for Business and Training

KATHY PIERCE, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	4364
Dislocated Worker	150
Adults & Dislocated Worker received Training Services	168
Total Youth (14 -21)	122

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	14,038
Veterans, Eligible Persons & TSMs	929
Referred to Employment	3,847
Referred to WIA Services	605
Job Openings Received	11,009

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$785,771	\$832,023	\$889,123
Dislocated Worker	\$654,432	\$752,775	\$732,107
Youth	\$775,509	\$822,322	\$883,176

Program Year 2015 brought LWDA 1 many workforce development opportunities and challenges. LWDA 1 participated in regional asset mapping in the Greater East Tennessee Region to develop a comprehensive list of community assets that can be leveraged to improve how we deliver services and to better align workforce, education and economic development with industry needs. This mapping was the first step in the development of a Regional and Local Strategic Plan.

The sudden closure of the CSX Railroad Yard in Erwin impacted the economy throughout LWDA

Timely Rapid Response activities and coordination with local and State stakeholders in Unicoi County resulted in the opening of a new Affiliate AJC in Erwin to serve CSX dislocated workers and other downstream impacted workers. A detailed transferable skills analysis helped these individuals to research employment next steps. LWDA 1 worked with Northeast State Community College to develop an employer driven specialized curriculum which assist job seekers become re-employed at a comparable wage. For those employees that had to relocate out of the area, LWDA 1 was able to provide Transition and Relocation assistance.

The receipt of a TN Reconnect Community Grant aligned with TN's Drive to 55 further enhances the AJC and public workforce system partnerships. This allows residents to gain new skills, advance in the workplace, and fulfill lifelong dreams of completing a degree or credential leading to reduced unemployment and improving quality of life.



LWDA 2, Walter State Community College

DONNA STANSBERRY, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	5002
Dislocated Worker	47
Adults & Dislocated Worker received Training Services	243
Total Youth (14 -21)	235

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	11,373
Veterans, Eligible Persons & TSMs	554
Referred to Employment	2,058
Referred to WIA Services	597
Job Openings Received	27,288

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$1,190,280	\$1,262,747	\$1,285,509
Dislocated Worker	\$842,185	\$1,099,293	\$989,364
Youth	\$1,118,049	\$1,188,455	\$1,212,244

Local Workforce Development Area 2 was approved by Governor Haslam to operate as a local workforce development area for the initial two years under the Workforce Innovation and Opportunity Act (WIOA) on August 25, 2015. Subsequently, the board was certified, allowing it to operate officially. The new board nominees, which met on August 26, 2015, had its first regular meeting on November 18, 2015. The board adopted new bylaws, reviewed and approved policies and approved the agreement between the board, the county mayors and the administrative entity (Walters State). The board includes excellent representatives of the WIOA categories.

Five committees were established for the board. Included are Career Center Oversight and Performance, Executive Committee, Training and Workforce Development Committee, Disability Services Committee, and the Youth Services Committee that evolved from the WIA Youth Council.

The Consortium of Elected Officials was very instrumental in the transition from WIA to WIOA. They approved a new consortium agreement in April to operate under WIOA, selected the board members and the administrative entity, requested designation of the 10 counties as a local area under WIOA and approved an operating agreement between the mayors, workforce board and college.

WIOA requires regional planning, and TDLWD determined that Tennessee would be divided into three regions: East, Middle and West. Local areas 1-5 are in the East region and staff have been working together to prepare for regional planning sessions beginning in June 2016. These sessions will provide a basis for a regional plan. The local areas are also pursuing regional training for front-line staff and supervisors, including human-centered



design to provide support for the local areas participating in the USDOL program.

A Request for Proposal (RFP) was issued for youth services and contract awards were made at the January 30, 2016, board meeting. Successful bidders were: Douglas Cherokee Economic Authority (Claiborne, Cocke, Grainger, Greene, Hamblen, Jefferson, Sevier and Union) and Hawkins County Industrial Development Authority (Hancock and Hawkins). Youth staff will be located in area career centers. With the WIOA emphasis on out-of-school youth, the name of the program was changed to Career First to more accurately reflect its mission. The program was functionally aligned in the career center so that any applicant between the ages of 18-24 years can be evaluated for the youth and adult programs to find the best fit.

Due to the transition between WIA and WIOA, including the youth service providers, the enrollment is slightly lower than average for the calendar year January through December 2015.

Adults Enrolled:	400
Dislocated Workers Enrolled:	45
Youth Enrolled:	278
Self-service Visits:	2,656

National Career Readiness Certificates

Incumbent Worker Training: 3 companies received \$25,000 each for training in PLC and mechanical components (American Greetings), welding for industry (C&C Millwright), and leadership (Bodycote).

Reemployment Services and Eligibility Assessment (RESEA) – Nov-Dec 2015: 130 orientations; 196 return visits; 27 returned to work; 10 referred for high school equivalency training; 52 referred to WIOA.

The first year of the three-county Local Education Alignment Program (LEAP) grant was a great success. The innovative efforts of the Hamblen County and Morristown mayors, as well as the other members of the Hamblen County Workforce Development Task Force, the boards of Education in Hamblen, Grainger and Hawkins counties, and the Smoky Mountains Area Workforce Board, received a \$988,000 LEAP grant from the Department of Economic Development. As one of the governor's initiatives in the Drive to 55 statewide program, the grant has allowed the three education boards to develop a career pathway to industrial programs at the Tennessee College of Applied Technology at Morristown and Walters State. The grant funded \$620,000 worth of equipment to prepare students to meet the standard of local industries, developed a work ethics diploma, funded teacher externships and student internships at major employer partners in the three counties, offered dual enrollment classes and provided other benefits. Christopher Edmonds at TCAT Morristown has done an excellent job managing and promoting the project.



With functional alignment of staff, as well as two new programs, staff was added to both the Greeneville and Tazewell career centers/American Job Centers. Each location will

have an additional staff member to assist with youth enrollment and case management and to provide a backup for the Reemployment Services and Eligibility Assessment program.

Supplemental Nutrition Assistance Program

(formerly food stamps). In addition, youth service provider staff will provide required elements of the Career First program, such as work experience and tutoring.

Regional Partners

To determine more about local area needs, the regional partners conducted focus groups in Local Areas 1, 2, and 3. The partners began exploring the possibility of a regional workforce and economic development study. An RFP was issued in October 2015 and the contract was awarded to the Nashville Chamber of Commerce Research Division in January 2016. The research staff from the chamber had completed several highly regarded studies of middle Tennessee. TDLWD provided \$85,000 to fund the study, which was completed in June 2016. The study includes data analysis, interviews and strategic planning.

Apprenticeships

are receiving additional attention under WIOA. A forum on apprenticeships was held on March 23, 2016, with employers, union representatives and staff. Mechelle Robinson from Ball Corporation and Laurey Conway from TN Eastman discussed the advantages of apprenticeships along with Chris Griffey, a SMWDB board member from Sheet Metal Workers Local 5 representing organized labor. All praised the benefits of registered apprenticeships. The USDOL regional representative provided a detailed overview of the information available online on apprenticeships and how to register an apprenticeship so that it may qualify for WIOA funds.

Asset Mapping

The TN Department of Labor and Workforce Development sponsored asset mapping sessions in east, middle and west Tennessee in August with TDLWD consultant Derek Young. Asset mapping is one element of the state's strategic planning under WIOA.

In the six months between July 2015 and December 2015, \$1,501,291 was expended or obligated, leaving a total of \$4,886,577, including carryover. Upcoming expenses include tuition for the spring semester, and youth work experience.

Cumulative performance for the quarter for adults was 120% of goals for adults and 100% for dislocated workers. Youth performance averaged 101%, not counting literacy/ numeracy, which is not a WIOA performance goal. Literacy/numeracy improved significantly to 49% of goal. The local area received an incentive award to performance at the May 2016 state workforce board meeting.



LWDA 3, Workforce Connections

WINDIE WILSON, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	3622
Dislocated Worker	163
Adults & Dislocated Worker received Training Services	313
Total Youth (14 -21)	141

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	12,918
Veterans, Eligible Persons & TSMs	878
Referred to Employment	2083
Referred to WIA Services	905
Job Openings Received	16,760

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$702,609	\$758,913	\$781,325
Dislocated Worker	\$906,432	\$828,456	\$811,911
Youth	\$834,560	\$915,136	\$947,773

During program year 2015-2016, LWDA 3 worked toward implementation of the Workforce Innovation and Opportunity Act. In addition to continued career service delivery for Adult, Dislocated Worker, and Youth participants, LWDA 3 deployed several strategies to address WIOA focuses.

Strategic Planning

In PY 2015-2016, LWDA 3 facilitated strategic planning activities to guide local and regional WIOA workforce development service delivery. The interests of local industry, economic development, education, workforce system partners, the general public, and LWDA Boards were represented in a number of sessions facilitated by Thomas Miller and Associates, Maher & Maher, and Dr. Garret Harper of the Nashville Chamber of Commerce. The sessions served to identify and prioritize several crucial areas of focus that will inform and direct long-range strategic direction of the workforce system in Knox County as well as the East Tennessee region.

LWDA 3 collaborated with LWDA 1, 2, 4, & 5 and TDLWD to procure an economic and workforce development study of the East Tennessee region that provides a solid basis for ongoing strategic planning and workforce development for the region.



Engaging Targeted Populations

WIOA places significant emphasis on serving individuals facing barriers to employment. Stakeholder engagement is critical to service delivery process and paramount to the development and execution of the LWDA 3 service delivery plan. In order to solicit ideas, validate priorities, and provide opportunities for stakeholders to influence the delivery of workforce services to people with barriers to employment, LWDA 3 implemented a series of stakeholder meetings during PY 2015-2016. Participants included individuals representing organizations serving veterans, immigrants, refugees, individuals with disabilities, small business, and the criminal justice community. Engaging these partners and influencers early in the WIOA planning process ensures LWDA3 will have benefit of their expertise, talents, and energy in its plan execution.

Working with County Court Clerk staff and the Child Support Enforcement Court, LWDA 3 identified initial strategies to move toward a “Jobs Not Jails” diversion program for the local area. LWDA 3 also expanded services to RESEA and SNAP program participants, significantly increasing the number of individuals in those programs receiving WIOA supports.

Continuous Improvement

Using a Human Centered Design framework, LWDA 3 engaged employees in the design and delivery of staff development activities during PY 2015-2016. Employee surveys lead us to develop a number of working groups of employees. One group was charged with addressing Career Center outreach, another with Career Center accommodations. A third group addressed best practices in customer follow-up. Still another group engaged the state’s EAP provider to design a customized training program addressing team building and achieving professional success. During 2015-2016, thirty LWDA 3 staff members logged 897 hours collectively of professional development training. This approach has also shaped larger training sessions involving Career Center partners and increasing functional alignment of the center.

LWDA 3 collaborated with regional partners as well as Record Consulting and Maher & Maher to provide professional development for workforce system partners throughout the East Tennessee region.

Employer Partnerships / Apprenticeships

Consistent with WIOA’s focus, LWDA 3 extended its reach with employers with a focus on developing apprenticeships. LWDA 3 worked in partnership with the Resource Valley Construction Trade Council (RVCTC), the Tennessee Plumbers, Heating & Cooling Contractors (TNPCC), and multiple area employers to support apprenticeship programs in the region. This effort provided support for 108 individuals in apprenticeship programs and is leading to additional apprenticeship opportunities.



LWDA 4, East Tennessee Human Resource Agency

CHRIS TILLER, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	5352
Dislocated Worker	128
Adults & Dislocated Worker received Training Services	179
Total Youth (14 -21)	153

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	20,396
Veterans, Eligible Persons & TSMS	1,165
Referred to Employment	3,444
Referred to WIA Services	1,182
Job Openings Received	16,811

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$1,084,535	\$1,171,642	\$1,225,955
Dislocated Worker	\$1,494,606	\$1,089,452	\$1,002,671
Youth	\$1,007,285	\$1,092,429	\$1,148,203

With the continued implementation of WIOA, Area 4 staff has endeavored to deliver services to those most in need in our communities and other target populations as outlined in WIOA Priority of Service. We have maintained our participant population for our adults; while experiencing a decrease in the amount of dislocated workers and youth coming into the program. We intend to do additional outreach and monitoring of our dislocated worker population, and revisit eligibility factors with staff in order to ensure diligence in seeking out these workers. Our youth participant numbers are steady, but below what we have sought to serve in previous years under WIA. As a result, Area 4 did issue an RFP for Youth Services that will be awarded for Program Year 2016.

One of our highlighted success stories comes from our Lenoir City Center located in Loudon County, and demonstrates outcomes for many of our participants with similar circumstances.

Our programs have continued on course to deliver services allowing for attainment of credentials and/or skills to secure self-sufficient employment and contribute to the economic growth of our area.



LWDA 5, Southeast Tennessee Development District

SUSAN COWDEN, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	9444
Dislocated Worker	181
Adults & Dislocated Worker received Training Services	222
Total Youth (14 -21)	320

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	21,166
Veterans, Eligible Persons & TSMs	1,101
Referred to Employment	4,871
Referred to WIA Services	1,928
Job Openings Received	28,190

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$1,301,938	\$1,391,331	\$1,465,377
Dislocated Worker	\$1,843,726	\$1,401,882	\$1,349,662
Youth	\$1,342,444	\$1,436,176	\$1,518,705

The Southeast Tennessee Development District continues to serve as the Administrative Entity and Sub-Grant Recipient of the Workforce Innovation and Opportunity Act (WIOA); providing workforce services throughout the nine county region. The area also works on a regional level for the purpose of planning and service delivery with the Local Workforce Development Boards in the East Tennessee Grand Division, LWDAs 1-5. To deliver workforce services across a widespread geographical area, the District, along with a business-led Workforce Development Board, operates full-service Tennessee Career Centers/American Job Centers in Chattanooga and Athens while also staffing Affiliate Centers in Cleveland, Dayton, and Kimball. Services are available in Dunlap one day each week. These Centers, which are a part of the nationwide American Job Center network, provide convenient, accessible workforce services to job seekers and to business and industry.

A skilled and trainable workforce is the foundation of the region's economic viability and the Southeast Tennessee Career Center system supports this effort by providing job placement and training opportunities in demand occupations. Career Center Activity from July 2015 - June 2016 is shown below:



	Chattanooga	Athens	Dayton	Cleveland	Kimball	Dunlap	TOTAL
AJC Visits	32,867	12,126	4,273	3,418	2,272	323	55,279
Resource Room Visits	15,860	4,097	1,792	2,388	1,178	157	25,472
Orientations	723	383	288	82	291	92	1,859
Enrollments	311	78	57	41	67	17	571
YTD Exits	268	88	42	63	26	13	500

Congressional Workforce Solutions Summit

Staff participated in a Workforce Solutions Summit on October 2, hosted by Congressman Chuck Fleischmann at Chattanooga State Community College, by facilitating breakout sessions designed to capture workforce issues and potential solutions. Attended by more than 100 area business leaders, education, and workforce and economic development professionals, this was the second of three planned Summits in the 3rd Congressional District.

The summit highlighted the shortage of qualified employees in the Advanced Manufacturing sector in occupations such as welding and machine tooling. Solutions included marketing those jobs to students in earlier grades and to their parents in order to change the image of manufacturing jobs.

Workforce 360 and Marion County Meetings

Ann Thompson, Director of Workforce Development at the Tennessee Department of Economic & Community Development, led the second Workforce 360 meeting at the Tennessee Career Center in Chattanooga on October 6. Workforce 360 is a partnership among state agencies and the higher education system that identifies workforce gaps and works toward solutions.

Marion County Mayor David Jackson convened a follow up meeting on November 3 that Ms. Thompson facilitated with Marion County manufacturers to identify local solutions. Area manufacturers made plans to organize a Marion County Manufacturer's Association and to launch a marketing campaign to educate students and parents about manufacturing jobs in Marion County.

Job Fairs

Career Center staff partnered with local chambers of commerce, educational providers, the Tennessee Department of Labor & Workforce Development, and other organizations to provide a number of job fairs throughout the year. Approximately 1,400 job seekers had the opportunity to connect with almost 135 employers, resulting in numerous immediate hires or expected employment for many throughout the region.



The local job fairs are considered premier opportunities by employers, educational

providers, and job seekers to connect with each other. Participating employers represent various employment sectors including advanced manufacturing, finance, call centers, transportation and many others.

Companies Benefit From Incumbent Worker Training Grants

Workforce and Economic Development professionals often hear that incentive funds primarily support new industry locations and expansions and that existing companies have few opportunities to upgrade their existing workers' skills. The Incumbent Worker Training (IWT) program is a competitive grant program that provides funds to eligible businesses to effectively retain and keep businesses competitive through skills upgrades and process improvement training for existing full time employees.

Four area companies received IWT funding in 2015. Grant funds awarded totaled \$75,000, which was the maximum amount possible, and the companies provided matching funds totaling more than \$47,000. Skills upgrades included certifications in Lean Manufacturing, Crane and Lifting Devices, AutoCAD Inventor, and Feature CAM. Participating companies were Astec Industries, Johnson Controls, Master Machine, and Roadtec. Companies must successfully complete all of the training components and document their matching funds prior to receiving grant funds.

The grant reimbursement checks were delivered and the 2017 IWT competitive grant applications went into process from the participating companies.

Inter-agency Regional Collaboration

The U.S. Department of Labor hosted an Inter-Agency meeting for partner staff from eight states to collaborate on how to best serve customers under the Workforce Innovation and Opportunity Act. The theme of the meeting was "Building Effective Partnerships Utilizing Customer-Centered Approaches to Strengthen Employment Outcomes under WIOA."

Representatives from the U.S. Departments of Agriculture, Health & Human Services, and Labor, along with partner agencies, presented best practices focused on effective partnerships, building clients' skills, and effective customer service.

Youth Services

The 2016 Summer Work Experience program provided opportunities for 120 youth to develop valuable work skills at 62 participating worksites within our region. The program began on June 13 with an Orientation Event that included guest speakers Cordell Carter, CEO of TechTown who presented information on STEM careers and Brenda Freeman-Short, J.D. who provided training on the U.S. Constitution and the importance of voting.

The Summer Work Experience Program included a week of academic and occupational learning July 5 through 8. Training began with a day at TechTown where participants were introduced to four learning modules related to STEM education. Participants were introduced to LEGO EV3 Robots and received instruction on how to code them and move them in different directions. Also, participants were introduced to ultra-sonic sensors, light sensors, LED's, and buttons, and received introduction to the behind the scenes coding for building a robot.



The remaining three days included training provided by Ross I.E.S. at three locations

across the region. Topics included “Think like a Boss! Think like an Entrepreneur!” which provided youth participants the opportunity to change perspectives about work by exploring the role of a manager or business owner. A workshop titled “True Colors” was presented to reveal personality traits, and explore how knowing your “true color” can help with work and personal relationships. Participants also received training on how to be a leader in the workplace and how defining moments in life shape you and those around you. The group training sessions provided valuable life and work ready skills that develop leadership and motivation for success.

The Summer Work Experience Program concluded with a Leadership Conference for all participants on July 29. The event featured keynote speaker Richie Contartesi, author of New York Times Bestseller, *In Spite of the Odds*. Richie presented an inspiring message on building relationships, overcoming the fear of failure, perseverance, and goal setting.

County	Participants	Worksites
Bledsoe	9	6
Bradley	7	3
Hamilton	31	16
Marion	28	11
McMinn	12	7
Meigs	9	6
Polk	6	3
Rhea	13	7
Sequatchie	5	3



LWDA 6: Workforce Solutions

GARY MORGAN, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	4098
Dislocated Worker	55
Adults & Dislocated Worker received Training Services	5
Total Youth (14 -21)	186

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	9,622
Veterans, Eligible Persons & TSMs	490
Referred to Employment	2,718
Referred to WIA Services	352
Job Openings Received	33,467

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$529,759	\$534,409	\$537,427
Dislocated Worker	\$403,343	\$467,227	\$428,604
Youth	\$509,070	\$512,699	\$516,410

During the program year 2015-2016, Workforce Solutions in coordination with the Tennessee College of Applied Technology in Shelbyville utilized training funds in the area of support services directed at the assistance of non-traditional students in the LPN program. Non-traditional students that were served included the individuals who have been out of high school for at least a year and had attempted to support themselves and assist their families through working in jobs that were mostly entry level with low wages. Understanding the value of obtaining a license in a career that would dramatically improve their individual lives led many to choose LPN as their choice for their future. It has a high demand in the LWDA 6 and a remarkable placement rate. With the onset of Tennessee Reconnect Program at the TCATs statewide, it became cost effective for most individuals.

Workforce Solutions staff provided travel reimbursement which many stated was needed so much during their time of training. Just as important was the encouragement and support of staff provided each month to each student in their pursuit of obtaining their license. Workforce Solutions provided assistance to 25 students of whom 14 graduated from the main campus in August and the remaining are scheduled to complete in December at an off campus site in Winchester.



LWDA 7, Upper Cumberland Human Resource Agency

RON BASHAM , DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	2925
Dislocated Worker	74
Adults & Dislocated Worker received Training Services	128
Total Youth (14 -21)	234

Wagner-Peyser Individuals Served (July 2015 – June 2016)

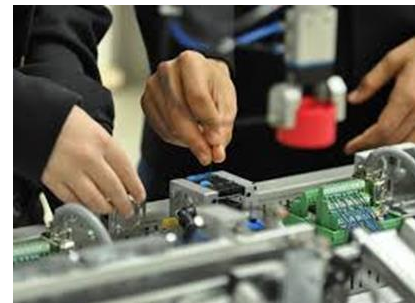
Unique Participants	4946
Veterans, Eligible Persons & TSMs	315
Referred to Employment	416
Referred to WIA Services	260
Job Openings Received	5616

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$598,688	\$638,641	\$646,833
Dislocated Worker	\$465,923	\$560,211	\$522,188
Youth	\$579,889	\$619,817	\$629,302

LWDA 7 continues to focus on assisting job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Local and regional partnerships continue to be a major focus. LWDA 7 staff and Board members have attended regional collaboration meetings/training with their counterparts in Areas 6, 8, 9, and 10. LWDA 7 Administrative staff attend local meetings with other stakeholders in the Area to continue identifying ways to partner and leverage resources to best meet the needs of the population in the Upper Cumberland Region.

LWDA 7 received Incentive funds based on meeting or exceeding negotiated performance measures. Program Year 2012 and PY 2013 WIA Performance Incentive Funds in the amount of \$64,562.92 were received and used to assist additional students attending Registered Nursing and other Allied Health Occupational Training. A total of 52 students received assistance from these funds. Of those 52 students, 31 have completed training and are working full-time at an average rate of \$21.55 per hour; 6 have completed training and are preparing to take the state licensure exam; and 15 are still attending training.



Academy Sports and Outdoors recently opened a distribution center in Cookeville. The American Job Center in Cookeville provided space and staff support to assist Academy

with recruiting and interviewing. Funding was also provided for an On-the-Job Training contract.

The Tennessee College of Applied Technology in Livingston, in partnership with LWDA 7 and the Highland Workforce Development and Education committee, received a LEAP 1.0 grant to establish a dual-enrollment Industrial Maintenance-Mechatronics training program in area high schools in Clay, Jackson, Overton, Putnam, and White Counties. Training was also provided at the TCAT Livingston campus. The work-based activities of the program fill the “gap” between the classroom and the workplace. Students have the opportunity to utilize skills gained in the program and learn the importance of the “soft skills” needed for successful entry into the workforce, while employers have the opportunity to experience first-hand the skill sets being achieved by the students. A total of 160 students have received training and 345 industry certificates have been issued to date.



LWDA 8: Workforce Essentials, Inc.

MARLA RYE, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	15738
Dislocated Worker	343
Adults & Dislocated Worker received Training Services	297
Total Youth (14 -21)	322

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	26937
Veterans, Eligible Persons & TSMs	3892
Referred to Employment	4424
Referred to WIA Services	1937
Job Openings Received	36776

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$1,179,832	\$1,181,782	\$1,196,142
Dislocated Worker	\$1,115,611	\$1,267,053	\$1,227,575
Youth	\$1,187,987	\$1,190,335	\$1,209,084

Implementation of WIOA

With the implementation of the Workforce Innovation and Opportunity Act (WIOA) on July 1, 2015, work began long before this date to ensure we were ready for this new law to replace the Workforce Investment Act. Meetings were held with Chief Local Elected Officials to decide the strategic new makeup of the North Tennessee Workforce Board (LWDA 8). All paperwork was completed and sent to the State for approval, and an orientation was held on Sept. 18, 2015 for our newly appointed board members. Topics discussed included: *Why are you here, The Tennessee Workforce System, WIOA 101, and the Future and Next Steps*. We were proactively prepared for the WIOA implementation requirements and understood the impact that this would have on the local workforce development board operations and activities.



Economic Development

The unemployment rate in LWDA 8 fell dramatically during 2015-2016. The American Job Centers focused on meeting employer's labor demands by supplying skilled workers through job fairs and other hiring events. New job creation continued to be in the forefront in LWDA 8. Over 2,500 job seekers



attended hiring events for two of the new major employers in the region. The AJC in Clarksville worked tirelessly to connect Hankook with qualified applicants for the new tire production facility in Clarksville, TN. "The most important thing to do when applying for a job at Hankook tire is to go to Tennessee's web site, JOBS4TN.GOV or go to the local AJC," said Ken Mangold, Hankook HR Team/Unit Manager.

LEAP: Manufacturing and Mechatronics for Soldiers and Students (M²S²)

The North Tennessee Workforce Board in partnership with Nashville State Community College and TCAT Dickson have created a career pathway in advanced manufacturing for high school students in Dickson and Clarksville as well as soldiers transitioning from Fort Campbell. The partnership was funded through a Labor



Education Alignment Program grant from the Tennessee State legislature. The Mechatronics training program provides the opportunity for students to receive Siemens Level 1 certification.

After obtainment of Siemens certification, soldiers recently separated from Fort Campbell are participating in on-the-job training at Akebono in Clarksville. These soldiers are on their way to a successful transition from the military to civilian manufacturing.



Tennessee Community Reconnect

LWDA 8 became a Middle Tennessee Reconnect Community and hosted several events throughout our region. Staff were trained to advise adults, with some college but no degree, to reconnect with higher education institutions in order to complete their degree and assist the state in meeting the Drive to 55 goals! Institutions participating include: Austin Peay State University, Belmont University, Lipscomb University, Nashville State Community College, TN College of Applied Technology, Tennessee State University & Trevecca Nazarene University.



Fort Campbell – Soldier Transition Program



Seeking a qualified labor supply to fill the vast number of job openings in middle Tennessee, the North Tennessee Workforce Board applied for and received a \$245,000 grant from the Tennessee Department of Labor and Workforce Development to recruit and retain separating soldiers to work in Area 8.

Approximately 450 to 600 soldiers separate from the Army at Fort Campbell each month, according to the Soldier for Life Center. The AJC has launched a campaign to recruit 101

Soldiers from the 101st Airborne Division each year for the next two years. The innovative program has been successful due to a unique partnership with the Soldier for Life Transition Assistance Program which is housed on the



military base. A testimony to the unbridled success of this program is the transition of army medics into the local emergency medical services program in Montgomery County. Soldier are given academic credit for their years of medical experience while in service thus greatly reducing training and hiring time for the local county government employment.

Dress for Success

LWDA8 hosted The Renew, Refresh & Empower Celebration at the AJC to recognize nine deserving ladies who participate in the TANF Families First program. The Celebration was a team effort made possible by the partnership of WorkForce Essentials, Miller-Motte Technical College, and Mrs. Mary Durrett, the wife of the Montgomery County Mayor. The women recognized have faced challenges and obstacles along their path to personal and professional success and are well on their way to reach their individual goals. The day celebrated their accomplishments with pampering that they would normally not be able to experience. Each woman had a coaching session, mini make-over and the opportunity to select a few outfits in order to equip them for the workforce here in our community. Thanks to the outstanding partnership that we have with the Montgomery county businesses and local organizations, this event transformed into a day of success with 90% of the women successfully transitioning to employment!

Disability Employment Initiative Continues

The American Job Center of Clarksville and Community Partner Progressive Directions, Inc. completed a Pilot Project through the LEAD Center called "Guided Group Discovery" funded by the Dept of Labor Office of Disability Employment Policy.

Facilitators from the AJC and a local non-profit, Progressive Directions held a six week course for job seekers with barriers to employment. After an effective Group Discovery course, the job seekers created a personal profile called a "Blueprint for Employment". Part of the profile includes a job search (or job development) plan that leads to a customized job, an existing wage job or self-employment, and is used as a tool for the next step toward employment.



LWDA 9: Nashville Career Advancement Center

BRIAN CLARK, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	14520
Dislocated Worker	815
Adults & Dislocated Worker received Training Services	421
Total Youth (14 -21)	572

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	32302
Veterans, Eligible Persons & TSMS	1826
Referred to Employment	8958
Referred to WIA Services	7787
Job Openings Received	123191

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$1,894,183	\$1,855,246	\$1,847,640
Dislocated Worker	\$2,391,371	\$2,030,695	\$2,014,886
Youth	\$2,054,161	\$2,022,571	\$2,028,122

Networking and Employer Forums

The Nashville Career Advancement Center (NCAC) hosted a total of over 175 Networking Meetings in the 2015 program year. Over 330 employers, and leading professionals, volunteered their time to speak at various events, forums and participate in job fairs throughout the year. NCAC hosted industry guests that participated in the forums/panels from the following companies: Nissan, AT&T, BlueCross/BlueShield, Under Armour, Tractor Supply, Coca Cola Bottling, CBS Radio, Dollar General, Vanderbilt University and more!

Special Initiatives

Summer Youth Internship Program

The Summer Youth Internship Program is a short-term learning and employment opportunity for Nashville Davidson County youth. Participants are assigned to work at a Metro Department for twenty hours per week for four weeks. In addition, both before and throughout the program, all participants will receive opportunities for skill building and training. Participants are paid for both their training and work time.



On May 31, 2016 students from high schools in Davidson County attended their orientation for the 2016 Metro Summer Youth Program. Mayor Megan Barry visited with the students to inform them about various initiatives taking place in the

metropolitan Nashville area and the importance of the internship and how it will help them build their skills in the workforce. The program has tripled in size, going from 50 to 150 students!

Now Diversity Bus Tour

Over 100 employees from various companies throughout Nashville and in the surrounding area's attended the inaugural NOW Diversity Bus Tour took place on October 26, 2015. Event attendees visited 5 locations across the area to learn about multiple cultures and religions while discussing diversity in the workplace. Sites visited included: Congregation Ohabai Sholom (The Temple), Sri Ganesha Temple, Tennessee State University, Islamic Center of Nashville, and CASA Azafran. Attendees listened in on panel discussions regarding engaging the LGBT community workforce, the Latino community and engaging new arrival communities.

Success Story

Christa

NCAC's workshops, networking events and career coaching provide job seekers with the tools needed to excel in their job search. These resources helped Christa find gainful employment and learn more about herself in the process. Christa came to NCAC unsure of what career to pursue. She had worked with her Career Coach to develop an action plan that would work best for her and her goals. Christa began attending various workshops and taking assessments of her skills. Following the plan that she and her Coach developed, Christa found employment in the healthcare industry. Not only has Christa utilized the skills she had learned from the American Job Center and her Career Coach to gain employment, she has also put them to use in her community. Christa took the lessons she had learned and has applied them to volunteering. She has created panels and workshops around the topic of volunteering to educate her community and get them more involved as volunteers.



LWDA 10, South Central TN Workforce Alliance

JAN MCKEEL, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	4893
Dislocated Worker	304
Adults & Dislocated Worker received Training Services	15
Total Youth (14 -21)	150

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	11735
Veterans, Eligible Persons & TSMs	629
Referred to Employment	2221
Referred to WIA Services	412
Job Openings Received	19061

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$627,740	\$645,099	\$647,867
Dislocated Worker	\$558,179	\$558,608	\$502,747
Youth	\$634,771	\$652,920	\$658,079

Objective

The South Central Tennessee Workforce Alliance, LWDB 10, has a proud and successful history since its inception in July 2003 as a 501c3 non-profit organization, formed with the mission of bringing together workforce development partners in Southern Middle Tennessee to provide for improvements in workforce skills through training, development, education and job creation based on employer demands, and resulting in productive citizens who can learn, work, and comfortably care for their families. The importance and development of partnerships has been engrained in our organization even before the enactment of the Workforce Investment Act, and this foundation principle continues to permeate our present efforts, and is the key to successes we experience.

LWDB-10 Program Highlights and Accomplishments

Maury County Jail American Job Center Grant

The American Job Center that was placed within the Maury County Jail (MCJ) exists to provide re-entry services for inmates nearing release and planning to return to the community. The primary focus is to connect them to suitable employment because research shows that sustained employment is necessary to reduce recidivism numbers in the community. The Jail Transition

Coordinator worked with a team of individuals and groups that provided support services to help these individuals maintain sobriety, gain training and housing which are also necessary for reducing recidivism.



The estimated \$68,000 grant ran from May 15, 2015-June 30, 2016 and served 211 inmates, 30 of which obtained their High School Equivalency Diploma, 7 were employed through work release, and 1,476 individual services were recorded in VOS for these individuals during this period of time.

For calendar year 2015, 4723 individuals were booked into the Maury County Jail.

75% of those individuals were booked a second time into the jail during that same year. **Making the standard recidivism rate 75%**

In the 12 month period of this grant, SCTWA provided intensive services to 211 individuals, most of who were incarcerated on a felony charge(s). Only 15 of those individuals were booked into the MCJ for a second time during that 12 month period

Making our recidivism rate 7.1%

In this report Recidivism is measured by number of times an individual is booked into the facility within a certain period of time. (*Maury County Jail Stats provided by Chief Ray Jeter*)

Success Story

Coleman was well known to all law enforcement in Maury County. Nine of the past ten years, he had been incarcerated. Coleman worked his way up to being on the work bus. He established a good reputation on the work bus and eventually was added to the transition class where applications, resumes and interviewing skills were taught. Coleman did all of his homework and participated in the class each week.

He was then approved for the new Work Release program managed by the SCTWA staff located at the jail. Upon his release, his work release employer agreed to be a reference for him. Coleman is now employed in construction and making \$15.00 an hour.

This change would not have taken place if Coleman had not made a decision and done the hard work necessary to change but he likely would not have been successful without the support and resources of the American Job Center inside the jail.

Middle Tennessee, Regional Workforce Alliance



One of our most important partnerships is a more structured approach to connecting industry in three key sectors – Advanced Manufacturing, Healthcare, and Information Technology. These partnerships are between

LWDB 8, 9, and 10, and also include the Tennessee Board of Regents and its Middle Tennessee Community Colleges and Tennessee Colleges of Applied Technology, and key employers in each of the identified sectors. Progress is being made in each of these panels to bring awareness to career opportunities in these sectors, maximize training opportunities in those careers most in demand and aligned with employer requirements.



To complement the Regional Workforce Alliance's mission, through the assistance and grants provided by LaunchTN and GM Spring Hill Manufacturing, as well as, a partnership with Columbia State Community College, GCP Applied Technology (formerly WR Grace) and TN Code Academy, the South Central Tennessee Workforce Alliance

established the “Go Tech” Summer Career Camps held throughout their eight county region in the summer of 2016.

“Go Tech” Series

Code Camp

The first camp in the “Go Tech” series was the Code Camp. These all day camps were for students ages 12-18 years and taught the basics of programming through the creation of video games and web applications. Throughout the week, professional programmers were brought in to speak with the students about their job and the computer science industry. At the end of the week, there was a “Demo Day” for parents to observe what the students had learned throughout the week.

Robotics

The second camp focused on Robotics. A three day Youth Robotic Camp was conducted for middle school students and a Teen Robotic Camp was for high school students. The primary goal was to stimulate participant excitement for Science, Technology, Engineering and Math. Robotics was used as the means to expose the participants to the different aspects of STEM with an emphasis on Technology. Specific objectives of the camp were to learn concepts of programming, engineering practices and teamwork. They worked with, built, and programed physical robots.

Advanced Manufacturing

The final camp in the series was the Advanced Manufacturing Academy. These all day camps were specifically designed for high school students and were held at employer facilities such as, GM Spring Hill Manufacturing and GCP Applied Technology. Camps included: involvement in team-based work simulations; work with local engineers; solve problems; tour facility; and enjoy exposure to high tech jobs in advanced manufacturing. At the end of the second day, there was a “Demo Day” for parents.

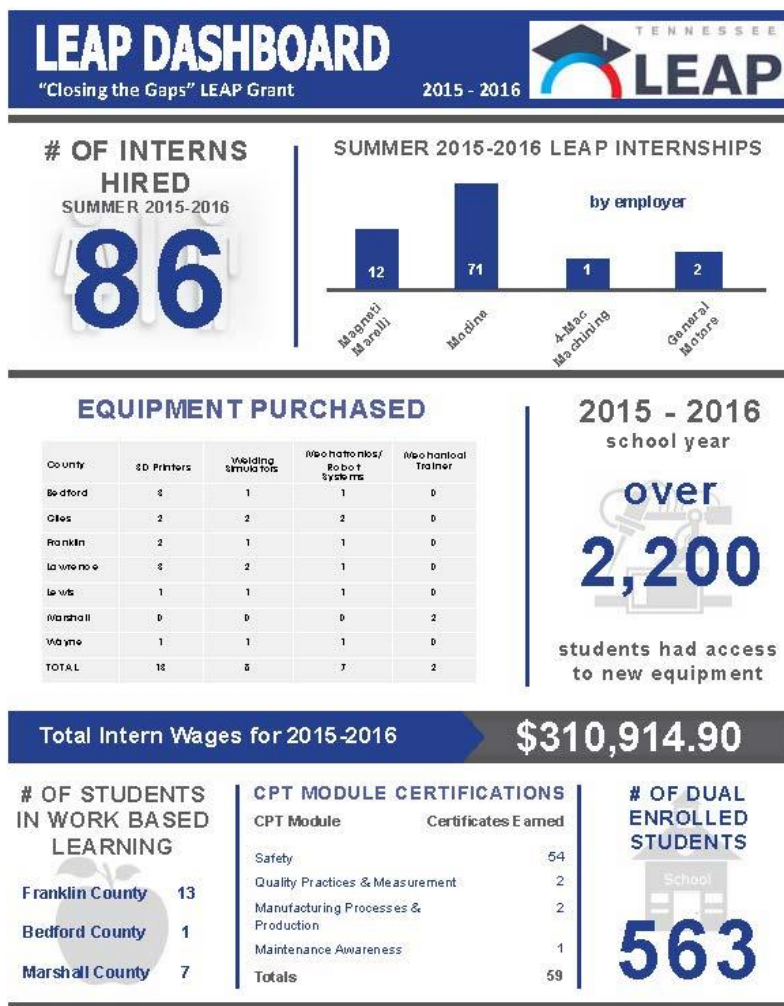


LEAP Grant

The Labor Education Alignment Program (LEAP) is a state initiative that supports the Drive to 55 by providing grants to community and academic partnerships to align workforce needs with higher education. In October 2014, \$10 million was made available to communities through a grant competition to begin January 2015-January 2017. The South Central TN Workforce Alliance "Closing the Gaps through Partnerships" project received \$970,000 to focus on filling the workforce pipeline in Production (Manufacturing) Pathways starting with the high schools. Areas served under this project are: Giles, Lawrence, Lewis, Marshall, Wayne, Bedford & Franklin Counties.

2016 being a Leap year, LEAP took advantage of the opportunity to draw awareness to the success of the grants. SCTWA held a LEAP Day event on February 29, 2016 at Spot-Lowe Technology Center (Marshall County High School) in Lewisburg. Employers, educators, public sector officials and students were all in attendance to see equipment purchased through the grant demonstrated by students and learn more about the workforce opportunities for in-demand fields related to the equipment.

Three local employers also participated on an employer panel which brought a great deal of insight to the importance of aligning workforce needs with education.



South Central TN Workforce Alliance | tonja.garrett@sctworkforce.org | 931-638-3251



LIFT Teacher Materials Science Camp

ASM Materials Teacher Science Camp was held at the Northfield Workforce Development & Conference Center in Spring Hill in the summer of 2016. There were 26 Middle TN teachers from 4 counties that participated in the camp. The camp was funded by LIFT (Lightweighting Innovations For Tomorrow) and the South Central TN Workforce Alliance was the camp host and served as the project lead. The training-intensive (classroom and hands-on), week-long program is designed to prepare high school science teachers in Middle Tennessee with knowledge and content about new technologies and materials for their students. This program is new to the area and was the first of its kind for teachers in Middle Tennessee.

This is the second year that SCTWA has hosted this 1st year camp and there was even more participation from area teachers than the previous year.

With all of the different industries in the Middle TN region (that use/produce multiple materials), this camp is an essential piece of the puzzle so that area teachers are equip with new techniques/experiments to help peak interest in these fields of study for students. Throughout each day, the teachers were led through classroom instruction and lab experiments. These experiments are designed so that they can be easily replicated in a high school setting.

Counties represented:

Davidson, Marshall, Maury and Williamson County

SCTWA was also instrumental in bringing a 1st year camp to Memphis and a 2nd year camp to Clarksville. All three camps totaling an estimated **6,000 students** that will

benefit from the teacher training provided.

Incumbent Worker Training Grant

Homeland LLC is an Information Technology Staffing and Service company with facilities in Linden and Franklin, TN. The company upgraded skills to their current employees at both the Linden and Franklin facilities. These training opportunities were online courses and several obtained nationally recognized certifications after completion of training and



exams. Company officials felt that being able to advance the entry level of employees with greater knowledge and skills, allowed them to advance their placement within Homeland, which directly impacts the company's ability to retain and hire employees.

Some of the training courses provided were introduction classes for the Homeland employees that are newer to software programming on up through the more advanced courses for the employees working through a series of courses for advanced technology and certifications. All training validated fundamental concepts and provided a foundation for a career as well as confidence for success. The IWT grant for Homeland LLC provided training for 8 employees and the final cost of the grant reimbursed to the company was \$24,397.74.

Homeland LLC knows that in an increasingly competitive IT world, the most direct path to success is knowledge and to prove your knowledge is through certification. These certifications enabled the company to provide the stepping stones for their employees to have a successful and fruitful IT career path.

Homeland provided training to employees in the following areas:

- Windows Server Administration Fundamentals (1 certification earned)
- VMWare V Sphere Install Manager V5.5
- ITIL Foundations 2011
- Database Administration Fundamentals
- Introduction to Agile Project Management
- Project Management Essentials
- Querying Microsoft SQL Server (2 certifications earned)
- Installing and Configuring Windows Server 2012 (1 certifications earned)
- Programming in C# (1 certification earned)

Adult

"Michelle"

ITA Career Center Scholarship to TCAT Hohenwald for Surgical Technologist and mileage supportive services. She passed her Certified Surgical Technologist exam on 12/08/2015.

Michelle is a former hairstylist. She is a single mother and was struggling to support her family. She had a goal of self-sufficiency in an in demand occupation when she sought a WIOA scholarship. Michelle completed her prerequisites and began Surgical Technologist training through TCAT Hohenwald in January of 2015 with a WIOA Scholarship. Michelle also received mileage support in order to offset the cost of traveling to TCAT Hohenwald. She excelled in her course and passed her Certified Surgical Technologist exam on 12/08/2015. Michelle accepted a position with Saint Thomas Midtown Hospital as a surgical technologist on 01/11/2016. She is working full time making \$16.35 an hour. She enjoys her position and is grateful for the opportunity the American Job Center provided her to find a career she loves.



Youth

Two youth who participated in paid work experience during the summer months of 2015 with the Youth Employment Success Program through the South Central TN Workforce Alliance were recognized by the Columbia City Council. The goal was to provide youth with valuable summer work experience so that they could successfully transition to the world of work. Through this activity they had the opportunity to develop the skills necessary to meet present and future employment needs.

"Ken" worked as a Sanitation Technician for City of Columbia and is now enrolled in Columbia State Community College and works at Burger King.

"Gerald" worked with Street Maintenance for the City of Columbia and is now enrolled in Columbia State Community College and working at Walmart.

Both of these youth graduated from Columbia Central High School in May 2015 and were part of the Jobs for Tennessee Graduates program taught by Chana Lymon (SCTWA staff). The youth also earned bonuses because of their perfect attendance and completion of a resume.

Dislocated Worker (Veteran)

John Larrimore, a veteran, was laid off from Loretto Telephone Company in Lawrence County 12-31-2015. He had worked 25 plus years in the network security field. He was registered with the American Job Center in March 2016 and received. His assessments indicated an interest in Truck Driving, so an ITA was written with Superior Truck Driving Institute. After completing his training he is working as a truck driver at Howard Transportation in Ellisville, MS.



LWDA 11, Southwest Human Resource Agency

JIMMY BELL, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	3908
Dislocated Worker	34
Adults & Dislocated Worker received Training Services	123
Total Youth (14 -21)	209

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	10633
Veterans, Eligible Persons & TSMs	418
Referred to Employment	3134
Referred to WIA Services	2581
Job Openings Received	16399

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$672,387	\$725,528	\$784,637
Dislocated Worker	\$515,965	\$700,423	\$656,287
Youth	\$657,325	\$710,979	\$715,734.32

The Adult Program

assists adults entering or re-entering the workforce with workforce services, job training, supportive services, and On-The-Job (OJT) training. Another group of adults are assisted with special Incumbent Worker Training funds through the Tennessee Department of Labor and Workforce Development. This program is designed to upgrade the skills of current employees. Other services are available through the many partners at the American Job Centers. The adult program served 250 clients this last program year.

The Dislocated Worker Program

targets workers who have lost their job through no fault of their own, due to permanent layoff or closure of a business, plant, or enterprise. Services offered to the Dislocated Workers are very similar to the adult program. To insure these workers receive all the benefits they are entitled to, we have in place a Dislocated Worker Coordinator. There were 32 Dislocated Workers served last year.

The Youth Program

includes two major components, in-school and out-of-school youth. The in-school youth component includes McNairy County Individualized Graduation Program, and Dual Enrollment Program that allow high school students in all eight service counties to earn college credits. The out of school youth component includes various services such as work



readiness classes, work experience, occupational skills training, advanced training and job placement. Youth Essentials for Success served out of school youth in Chester, Decatur and Henderson counties with High School Equivalency Test (HSET) preparation. There were 211 Youth served this past year.

The Summer Youth Work Experience Program

has three components. The first is the Youth Work Experience program utilizing formula youth funds. 40 youth across our eight counties gained valuable experience during the summer program. Second, LWIOA 11, the City of Jackson, and the Madison County Juvenile Court System helped 35 at-risk youth gain work experience this summer. This program provided the youth with enriching and constructive work experience through subsidized placements in private and public sectors, governmental agencies, and non-profit organizations. The third component was the summer youth employment program at Jackson Central Merry High School. This program consisted of 12 youth with disabilities. These youth learned job readiness education, financial planning, and work ethic.

The Senior Community Service Employment Program

provides job training and placement for people with limited financial resources who are age 55 or older, and provides employers with trained motivated workers. We deliver SCSEP services in Chester, Hardeman, Hardin, and McNairy counties through a grant with the Tennessee Department of Labor and Workforce Development. There were 31 older workers served this past year.

The Re-employment Services Eligibility Assessment Program

is funded by the US Department of Labor. Unemployment claimants are chosen to participate in this program within the first five weeks of filing their unemployment claim. The program identifies who will benefit from job search assistance services to help them overcome barriers and make a successful transition to new employment. The RESEA Program served 285 clients this last program year.

The Supplemental Nutrition and Assistance Program

(SNAP) Employment and Training (E&T) Program is a newly implemented program in our area. The SNAP E&T is operated as a partnership between the Tennessee Department of Human Services (TDHS) and the Tennessee Department of Labor and Workforce Development (TDLWD).

The SNAP E&T (Employment and Training) program is designed to assist people receiving nutritional assistance with obtaining the training and education required to gain full employment. Training includes basic adult education leading to a GED/HiSet, vocational training at area Tennessee Colleges of Applied Technology (TCAT) or at Community Colleges or academic institutions. The purpose is to allow participants to succeed at their own goals and achieve independence from public assistance.



An Economic Study for West Tennessee

was conducted using a \$50,000 grant from the Tennessee Department of Labor & Workforce Development to identify factors associated with high unemployment rates, economic recovery, and job development in the entire West Tennessee Region. The study was done by Economic Modeling Specialists International (EMSI), a nationally recognized firm located in Moscow, ID. The results of the study were released in July, 2015. To promote the findings of the study in our eight county service area, formal presentations regarding the study findings have been made to the Governor's Rural Task Force in Nashville, to the TVA Board of Directors, and to the Tennessee Association of Human Resource Agencies. We have also worked with local, state, and federal officials to make them aware of the study. We have spoken to numerous civic organizations and have worked closely with the local Chambers of Commerce and Economic Development agencies with the intent of making the survey a "living document" in order to improve the economic wellbeing of West Tennessee.

A Business Services Team has been formed to make employers aware of the many services available to them under the Workforce Innovation and Opportunity Act (WIOA). This team is comprised of representatives from each of the partnering agencies involved in the American Job Centers (formerly Tennessee Career Centers), which include SWHRA/LWDA 11, Tennessee Department of Labor & Workforce Development, Tennessee Department of Human Services, Tennessee Department of Economic & Community Development, and the newly appointed Manager of Workforce Development for the Jackson Chamber. The purpose of this effort is to promote a team work approach to sharing information with employers in the most effective and efficient manner. The group meets on a monthly basis.

The Fatherhood Program, Inside-Out Dad provides incarcerated fathers with basic needs to prosper upon re-entry into society. The curriculum includes instruction on being a better father and husband, adult education classes for those interested, resume' and interviewing guidance, and becoming acquainted with the services available through various agencies in our area. These efforts not only benefit the individuals incarcerated, but positively impact their families and the communities of which they are apart.

After completing a pilot program in McNairy County in May 2015, the program was expanded to five other counties in the service area, including the introduction of a similar program for incarcerated women, entitled "How to Be A Responsible Mother". More than fifty individuals have completed the classes since the June 2015 expansion. Currently there are 24 men and 14 women enrolled in the two programs across five counties.



LWDA 12, Dyersburg State Community College

MARGARET PRATER, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	6544
Dislocated Worker	311
Adults & Dislocated Worker received Training Services	467
Total Youth (14 -21)	252

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	13757
Veterans, Eligible Persons & TSMs	619
Referred to Employment	1479
Referred to WIA Services	2858
Job Openings Received	5751

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$1,014,081	\$1,111,744	\$1,155,100
Dislocated Worker	\$1,441,167	\$1,047,280	\$942,552
Youth	\$1,005,470	\$1,105,122	\$1,152,812

Local Workforce Development Area 12's New and Renewed Initiatives Drive Economic Growth
By June 30, 2016, seven of LWDA12's 11 counties had become certified ACT® Work Ready Communities (WRC). Designed to assist regions in developing a skilled workforce pipeline, the WRC initiative relies on employer support through the use of job profiling and encouraging new hires, incumbent workers, and emerging workers to earn a National Career Readiness Certificate™ (NCRC). The initiative has received support from 368 employers and area residents have earned over 10,000 NCRCs. Since 2008 when the use of job profiling and the NCRC, began, 15,838 NCRCs have been earned and 21 job profiles have been completed.

The NCRC is also used in initiatives such as Jail2Job, which established a "specialized" American Job Center (AJC) at the Dyer County Correctional Work Center through a TN Department of Labor & Workforce Development (TDLWD) grant and a partnership with the Dyer County Sheriff's Office. Jail2Job offers inmates placement in Work Experience positions, onsite Career Services and NCRC testing, and training through the Manufacturing Skills Standard Council's Certified Production Technician (CPT) program. Since the program's launch in early 2016, 24 individuals have received services: 21 participated in Work Experience with 16 local employers, one earned his high school equivalency diploma, and 17 earned a NCRC. Four individuals will begin CPT training in July 2016. Dyersburg State Community College and the NW TN Workforce Board are also partnering with high schools, TN Colleges of Applied Technology (TCAT), and local employers to offer the NCRC and CPT training to high school students through a Labor and Education Alignment Program grant. During the 2015-2016 school year, 148 students in 17 high schools earned over 230 national manufacturing certifications, with 25 students



attaining all certifications to earn CPT status. Several employers invited students to participate in internships to further develop skills. During “Manufacturing Month” in October 2015, over 1,000 students from 21 high schools toured and/or heard presentations from 28 industries about the benefits of working in advanced manufacturing.

Services in the AJCs expanded with the addition of programs such as Re-Employment Services and Eligibility Assessment (RESEA) and SNAP Employment & Training. Fortunately, the NW TN Workforce Board didn’t have to look far for staff for RESEA; three Senior Community Service Employment Program participants and two Youth Work Experience participants stationed at an AJC were hired as RESEA Advisors. Over 55,000 customers received services at an AJC, with over 70% receiving services through an Affiliate site and 2,886 receiving funding through the Adult, Dislocated Worker, or Youth programs. Over 300 new customers received scholarships and travel stipends for occupational skills training, including Len Davis who earned Associate and Bachelor degrees thanks to WIOA and TAA funding, and started a new career as a 6th grade math teacher after being dislocated due to the closure of Goodyear. Kelon Johnson, a young, unemployed father, was able to secure a Maintenance Technician position paying \$22.25/hour after receiving a travel stipend through the Adult program to attend Production Automation training at TCAT McKenzie. A grant through the TDLWD enabled seven customers to participate in the first year of electrical apprenticeship training through Amteck, while On-the-Job Training and Incumbent Worker Training grants provided an additional 633 individuals with the opportunity to participate in various work-based learning opportunities.



LWDA 13, Workforce Investment Network

KEVIN WOODS, DIRECTOR

Population of WIA Individuals Served (July 2015 – June 2016)

Adults	19854
Dislocated Worker	164
Adults & Dislocated Worker received Training Services	374
Total Youth (14 -21)	694

Wagner-Peyser Individuals Served (July 2015 – June 2016)

Unique Participants	27417
Veterans, Eligible Persons & TSMS	1066
Referred to Employment	3639
Referred to WIA Services	479
Job Openings Received	50565

Allocations

Programs	PY 13	PY 14	PY 15
Adults	\$2,386,941	\$2,569,345	\$2,835,932
Dislocated Worker	\$1,860,656	\$3,036,452	\$2,774,390
Youth	\$2,586,254	\$2,783,767	\$3,076,001

LWDA 13 Business Services

This past year, LWDA 13 (WIN) had an increased focus on expanding and deepening our service delivery to our business community. We increased our onsite visits with companies and partnered with TN ECD and our local chambers to help recruit and retain more businesses. With the support of TN Department of Labor, WIN expended \$75,000 in Incumbent Worker Training reimbursement grants for major employers Memphis Mill, Johnson Bryce and VonDrehle. Our regularly scheduled employer engagement luncheons have allowed us to provide additional outreach to companies and we saw an increase interest and demand for IWT and OJT support. WIN also was instrumental in working with IKEA. IKEA has been a model company to work with. WIN hosted two informational sessions for IKEA and they have posted all their positions in jobs4tn.gov. WIN has been instrumental in helping IKEA recruit employees for its much-anticipated, first in Tennessee home furnishings store scheduled to open in fall 2016.

Adult and Dislocated Workers

With an improved economy, LWDA 13 continues to see areas throughout the region with high unemployment rates. Although, we had over 25,000 contacts in the AJCs, we wanted to take our services directly to the community. Our relationship with the State of Tennessee Department of



Labor and Workforce Development continued to grow as we took the lead in implementing strategies to get participants in the Supplemental Nutrition Assistance Program (SNAP) into jobs and occupational skills training in high demand sectors. WIN

created 'street teams' that would visit churches, community centers, and libraries to inform potential clients of our resources. In partnership with Greater Memphis Chamber, we hosted multiple information sessions at local churches to register job-seekers in jobs4tn.gov. LWDA 13 also increased its outreach by becoming more active on social media which led to more jobseekers learning about our resources. We also worked to revamp our Rapid Response delivery model which will lead to an increase in dislocated workers served. WIN is leading the effort in Shelby County to become a certified ACT Work Ready Community which seeks to increase the number of people receiving their National Career Readiness Certificate. WIN also entered into an MOU with Adult Education, whereby HopeWorks now offers the high school equivalency diploma (hiSET) within the career center.

Youth Services

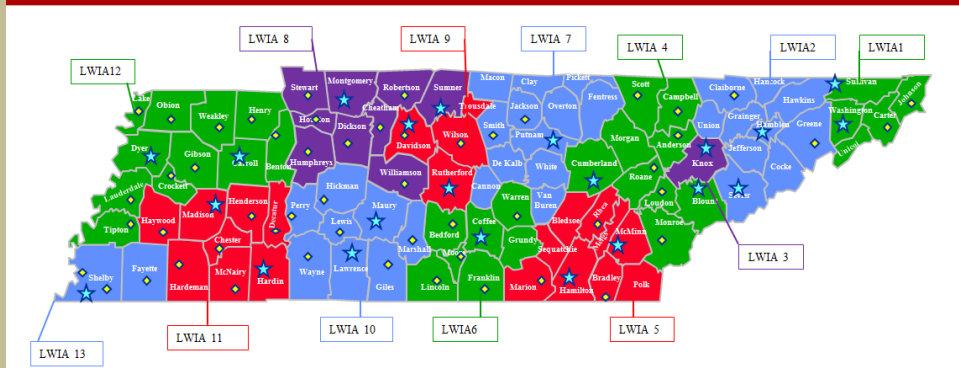
LWDA 13 expanded its leadership role to help connect the estimated 40,000 opportunity youth aged 16-24 to school and work. WIN is the lead convener for the local Opportunity Youth Collaborative Action Network in partnership with Seeding Success, a local non-profit that supports organizations around better education and employment outcomes for youth. LWDA 13's YouthBuild program, funded by USDOL yielded great results with 80.5% of participants receiving their nationally recognized construction trades certificate from the National Center for Construction Education and Research (NCCER). Participants credit the program for keeping them out of trouble and giving them the necessary educational and workforce skills to provide for themselves and their families. LWDA 13 also hosted the First Annual Career and Education Fair, an innovative employment strategy connecting graduating high school seniors and their parents to high demand occupations and training opportunities. This event provided opportunities for over 1,500 job-seekers and over 100 companies and training providers.

Success Story

"Martin" enrolled in the Computer Information Technology class at TCAT Shelbyville in the September of 2014 at the age of 21. "Martin" had no job at the time and had a limited work history and no experience working in a computer related field. His family's only income was from Social Security Disability payments. He received a stipend from the Workforce Solutions Youth Program and the PELL grant to assist with the cost of his education. While enrolled at TCAT-Shelbyville, "Martin" maintained a 93 or higher grade point average in computer classes and worker ethics class. He worked various part time jobs while in school. In June of 2015, "Martin" participated in the Workforce Solutions Youth Work Experience program. His first work site was at the Bedford County Business complex assisting staff in setting up their computer system. When this was completed, he went to work at Community Clinic of Shelbyville and assisted their staff in updating that computer system. "Martin" completed the CIT program in December of 2015 with a diploma as a microcomputer specialist, three certificates, and six professional certifications including CompTIA Network+, MTA - Microsoft Technology Associate, and CWTS Wireless Certification. After graduation, "Martin" went to work for Community Health Systems in Franklin TN as a full-time IT service Desk associate making \$22 per hour. He was recently promoted to coordinator of training for new personnel. "Martin" made the transition from unemployed youth to educated and valued employee in a short 18 month period. His younger brother is now enrolled at TCAT-Shelbyville and is looking forward to a successful future as well. Shawn's story demonstrates the power of short term, skill based training that the TCAT's provide and the effect his success has had on his entire family.



AmericanJobCenter® TENNESSEE



LWDA 1

Alliance for Business and Training, Inc.

386 Highway 91 North
Elizabethton, TN 7644

Counties Served:

Carter, Johnson, Sullivan, Unicoi,
and Washington County

Website: www.ab-t.org

Executive Director: Kathy Pierce

Contact:

Office: (423) 547-7515 ext. 126

Email: kpierce@ab-t.org
glyons@ab-t.org

Fax: (423) 547-7522

Mailing Address:

P.O. Box 249
386 Highway 91 North
Elizabethton, TN 7644



<p>LWDA 2 Walters State Community College 500 South Davy Crockett Parkway Morristown, TN 37813-9989</p> <p><i>Counties Served:</i> Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier, and Union County</p> <p><i>Website:</i> www.ws.edu</p> <p><i>Interim Dean of Workforce Development:</i> Donna W. Stansberry Office: (423) 318-2709 E-mail: donna.stansberry@ws.edu FAX: (423) 585-6769</p> <p><i>WIOA Coordinator of Administration:</i> Don Shadow Office: (423) 318-2709 E-mail: Joseph.shadow@ws.edu FAX: 423-585-6769</p> <p><i>Mailing Address:</i> 500 South Davy Crockett Parkway Morristown, TN 37813-9989</p>	<p>LWDA 3 Workforce Connections 2247 Western Avenue Knoxville, TN 37950-1650</p> <p><i>Counties Served:</i> Knox County</p> <p><i>Website:</i> www.knoxcac.org</p> <p><i>Executive Director:</i> Barbara Kelly Office: (865) 546-3500 Email: barbara.kelly@knoxcac.org Fax: (865) 546-0832</p> <p><i>Director of Services:</i> Winnie Wilson Office: (865) 544-5200 ext. 1214 FAX: (865) 544-5269 E-mail: windie.wilson@knoxcac.org</p> <p><i>Mailing Address:</i> P.O. Box 51650 2247 Western Avenue Knoxville, TN 37950-1650</p>	<p>LWDA 4 East Tennessee Human Resource Agency Suite D-100 9111 Cross Park Drive Knoxville, TN 37923</p> <p><i>Counties Served:</i> Anderson, Blount, Campbell, Cumberland, Loudon, Monroe, Morgan, Roane, and Scott County</p> <p><i>Website:</i> www.ethra.org</p> <p><i>Executive Director:</i> Gary Holiway Office: (865) 691-2551 ext 4202 Email: gholiway@ethra.org Fax: (865) 531-7216</p> <p><i>Director of Services:</i> Chris Tiller Office: (865) 813-0281 or (865) 590-1052 Fax: (865) 813-0288 Email: ctiller@ethra.org</p>
<p>LWDA 5 Southeast Tennessee Development District 1000 Riverfront Parkway Chattanooga, TN 37405-0757</p> <p><i>Counties Served:</i> Bledsoe, Bradley, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie County</p> <p><i>Website:</i> www.sedev.org www.secareercenter.org</p> <p><i>Executive Director:</i> Beth Jones Office: (423) 266-5781 Email: bjones@sedev.org Fax: (423) 267-7705</p> <p><i>Director of Services:</i> Susan Cowden Office: (423) 424-4212 Email: scowden@sedev.org Fax: (423) 643-2396</p>	<p>LWDA 6 Workforce Solutions 410 Wilson Ave Tulahoma, TN 37388</p> <p><i>Counties Served:</i> Bedford, Coffee, Franklin, Grundy, Lincoln, Moore, and Warren County</p> <p><i>Website:</i> www.workforcesolutionstn.org</p> <p><i>Executive Director:</i> Gary Morgan Office: (931) 455-9596 Email: gmorgan@workforcesolutionstn.org FAX: (931) 455-9580 TDD: (931) 454-0477</p> <p><i>Mailing Address:</i> P.O. Box 1628 410 Wilson Ave Tulahoma, TN 37388</p>	<p>LWDA 7 Upper Cumberland Human Resource Agency 580 South Jefferson; Suite B Cookeville, TN 38501</p> <p><i>Counties Served:</i> Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, and White</p> <p><i>Website:</i> www.uchra.com</p> <p><i>Executive Director:</i> Luke Collins Office: (931) 520-9600 Email: lcollins@uchra.com Fax: (931) 526-8305 TTY: (800) 848-0298</p> <p><i>Director of Services:</i> Ron Basham Office: (931) 520-9610 Email: rbasham@uchra.com FAX: (931) 526-8305</p>



<p>LWDA 8 Workforce Essentials Inc. 110 Main Street Clarksville, TN 37040</p> <p><i>Counties Served:</i> Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner, and Williamson County</p> <p><i>Website:</i> www.workforceessentials.com</p> <p><i>Executive Director:</i> Marla Rye Office: (931) 551-9110 Email: mrye@workforceessentials.com FAX: (931) 551-9026</p>	<p>LWDA 9 Nashville Career Advancement Center 1417 Murfreesboro Pike Nashville, TN 37217</p> <p><i>Counties Served:</i> Davidson, Rutherford, Trousdale, and Wilson County</p> <p><i>Website:</i> www-NCACWorkforce.org</p> <p><i>Interim Director:</i> Brian Clark Office: (615) 862-8890 ext. 77425 Email: brian.clark@nashville.gov Fax: (615) 862-8910 TDD: (800) 848-0298</p> <p><i>Mailing Address:</i> P.O. Box 196300 Nashville, TN 37219-6300</p>	<p>LWDA 10 South Central Tennessee Workforce Alliance 8 Public Square, 2nd Floor Columbia, TN 38401</p> <p><i>Counties Served:</i> Giles, Hickman, Lawrence, Lewis, Marshall, Maury, Perry and Wayne County</p> <p><i>Website:</i> www.sctworkforce.org</p> <p><i>Executive Director:</i> Jan O. McKeel Office: (931) 375-4201 Email: Jan.McKeel@sctworkforce.org Fax: (931) 381-7643</p>
<p>LWDA 11 Southwest Human Resource Agency 1527 White Avenue Henderson, TN 38340-0264</p> <p><i>Counties Served:</i> Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, and McNairy County</p> <p><i>Website:</i> www.swhra.org</p> <p><i>Executive Director:</i> Mike Smith Office: (731) 989-5111 Email: msmith@swhra.org Fax: (731) 989-3095</p> <p><i>Director of Services:</i> Jimmy Bell Office: (731) 989-0533 Email: jbell@swhra.org Fax: (731) 983-3149</p> <p><i>Mailing Address:</i> P. O. Box 264 1527 White Avenue Henderson, TN 38340-0264</p>	<p>LWDA 12 Dyersburg State Community College 1510 Lake Road Dyersburg, TN 38024</p> <p><i>Counties Served:</i> Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Lauderdale, Obion, Tipton and Weakley County</p> <p><i>Website:</i> www-dscc.edu</p> <p><i>President:</i> Dr. Karen Bowyer Office: (731) 286-3301 Email: kbowyer@dscc.edu Fax: (731) 286-3269</p> <p><i>Executive Director:</i> Margaret Prater Office: (731) 286-3585 ext. 16 Email: prater@nwtworks.org Fax: (731) 286-3584</p>	<p>LWIA 13 Workforce Investment Network 480 Beale Street Memphis, TN 38103</p> <p><i>Counties Served:</i> Fayette and Shelby County</p> <p><i>Website:</i> www.workforceinvestmentnetwork.com</p> <p><i>Executive Director:</i> Kevin D. Woods Office: (901) 636-6811 or (901) 636-6812 Email: Kevin.woods1@memphistn.gov Fax: (901) 636-6844</p> <p><i>Deputy Director of Operations:</i> Melanie Winfield Office: (901) 576-6813 Email: melanie.winfield@workforceinvestmentnetwork.com</p>